DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 2

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ATTACHMENT

RESPONSE 2

C0T Dealer Letter T-CP-C0T-A510-D

TOYOTA

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

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

Subject: **Safety Recall - *C0T Remedy* Notification**
2004 to certain 2009 Model Year Prius Vehicles
Steering Intermediate Extension Shaft

Updated 1/15/2013: The remedy for Phase 2 vehicles is now available; updates have been highlighted in yellow for your convenience.

As previously announced, on November 14, 2012, Toyota filed a Defect Information Report (DIR), with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall of 2004 to certain 2009 Model Year Prius vehicles.

This communication is to inform you the Remedy for Phase 2* vehicles is now available, and Toyota will begin mailing remedy owner letters to Phase 2 vehicle owners. Phase 2 covers vehicles involved in both C0T and C0U (Prius Hybrid Electric Water Pump). *Please refer to Safety Recall Launch Timing for further information.*
**Phase 1 Remedy was launched in December, 2012*

Condition for C0T

The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability, increasing the risk of a crash.

Remedy for C0T

Toyota dealers are requested to perform an inspection of the steering intermediate extension shaft. Based upon the inspection results, the extension shaft may be replaced. The inspection, and, if necessary, replacement of the steering intermediate extension shaft will be performed at **NO CHARGE** to the customer.

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

Safety Recall Remedy Launch Timing:

Phase	Campaign Designation and Current Status	Remedy Start Date	Applicable Campaigns	
			C0T	C0U
1	C0T - **Remedy Available**	12/11/2012	✔	
2	C0T* - **Remedy Available**	January, 2013	✔	✔

**VINs previously identified under (C2T Interim Phase) are now identified under (C0T Remedy Phase).*

1. Owner Notification Mailing Date

Phase	Designation	Applicable Campaigns	Interim Owner Letter	Remedy Owner Letter
1	C0T	C0T	N/A	Mid-December, 2012
2		C0T **and** C0U	Mid-December, 2012	Mid-January, 2013

Note: Only owners of the covered vehicles will be notified. If dealers are contacted by owners who have not yet received a notification, please instruct them to ***verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs***. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

Phase 1 – Vehicles covered by C0T only

- Phase 1 owner notification letters started in mid-December, 2012.

Phase 2 – Vehicles covered by both C0T and C0U

- Toyota has completed remedy preparations for Phase 2 vehicles and will begin mailing the remedy Phase 2 owner notification letter in Mid-January, 2013. Please refer to the table above for overall campaign mailing information timing.

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

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

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

3. Dealer Summary Reports

C0T Phase 2 Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

4. Number and Identification of Covered Vehicles

There are approximately 670,000 Prius (2004 to certain 2009 MY) vehicles covered by Safety Recall C0T for the Steering Intermediate Extension Shaft.

Phase	Campaign Designation and Current Status	Remedy Start Date	Model	Model Year	Production Period	Appx. UIO
1	C0T- **Remedy Phase**	12/11/2012	Prius	2004-2009	Early August, 2003 through Late March, 2009	320,000
2	C0T* - **Remedy Phase**	January, 2013				350,000

**VINs previously identified under (C2T Interim Phase) are now identified under (C0T Remedy Phase).*

(Number and Identification of Covered Vehicles Continued. . .)

The following VDS breakdown is representative of *Phase 1 and Phase 2* vehicles.

WMI	MY	VDS	START	FINISH
JTD	2004	KB20U	0001086	0116870
		KB22U	0001142	0116845
	2005	KB20U	0116874	0133248
			3000000	3128076
			7003414	7057937
		KB22U	0116872	0133240
			3000008	3128067
			7004342	7057888
	2006	KB20U	3099688	3202428
			7057941	7545074
		KB22U	3128082	3202418
			7056471	7544598
	2007	KB20U	3201067	3296439
			7083497	7694891
	2008	KB20U	3291973	3462539
			7690436	7818544
	2009	KB20U	3458507	3546425
			7815791	7894047

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

5. Parts Ordering (Dealer Ordering Solutions)

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

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

Campaign	Part Number	Part Description	Quantity
C0T	04001-41212	Extension Shaft Kit**	1

**The kit above includes the following parts.

–	Intermediate Extension Shaft	1
90119-08560	Bolt	3

Approximately 50% of vehicles are expected to require shaft replacement.

Campaign	Part Number	Part Description	Quantity
C0T	04002-52112	Bolt Kit***	1

***The kit above includes the following parts.

90119-08560	Bolt	10

Approximately 50% of vehicles are expected to require the replacement of one bolt *ONLY*. Note that this kit includes 10 bolts and will therefore remedy 10 vehicles.

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

(Parts Ordering (Dealer Ordering Solutions) Continued . . .)

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state. The state breakdown represents *Phase 1 and Phase 2* vehicles covered by C0T

STATE	UIO
AK	1,107
AL	4,515
AR	3,652
AZ	17,201
CA	175,545
CO	14,708
CT	10,018
DC	2,381
DE	1,925
FL	31,430
GA	11,451

STATE	UIO
HI	3,689
IA	5,061
ID	2,966
IL	22,622
IN	9,249
KS	4,520
KY	4,591
LA	3,331
MA	20,554
MD	16,529
ME	4,307

STATE	UIO
MI	10,699
MN	12,355
MO	8,549
MS	1,895
MT	2,107
NC	17,762
ND	573
NE	2,221
NH	4,461
NJ	14,901
NM	4,859

STATE	UIO
NV	5,122
NY	29,301
OH	15,397
OK	4,013
OR	17,082
PA	21,583
RI	2,376
SC	5,513
SD	984
TN	7,438
TX	32,883

STATE	UIO
UT	5,309
VA	23,705
VT	3,094
WA	27,035
WI	12,439
WV	1,794
WY	905

TOYOTA

Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

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

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

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

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

IMPORTANT PARTS ORDERING UPDATE

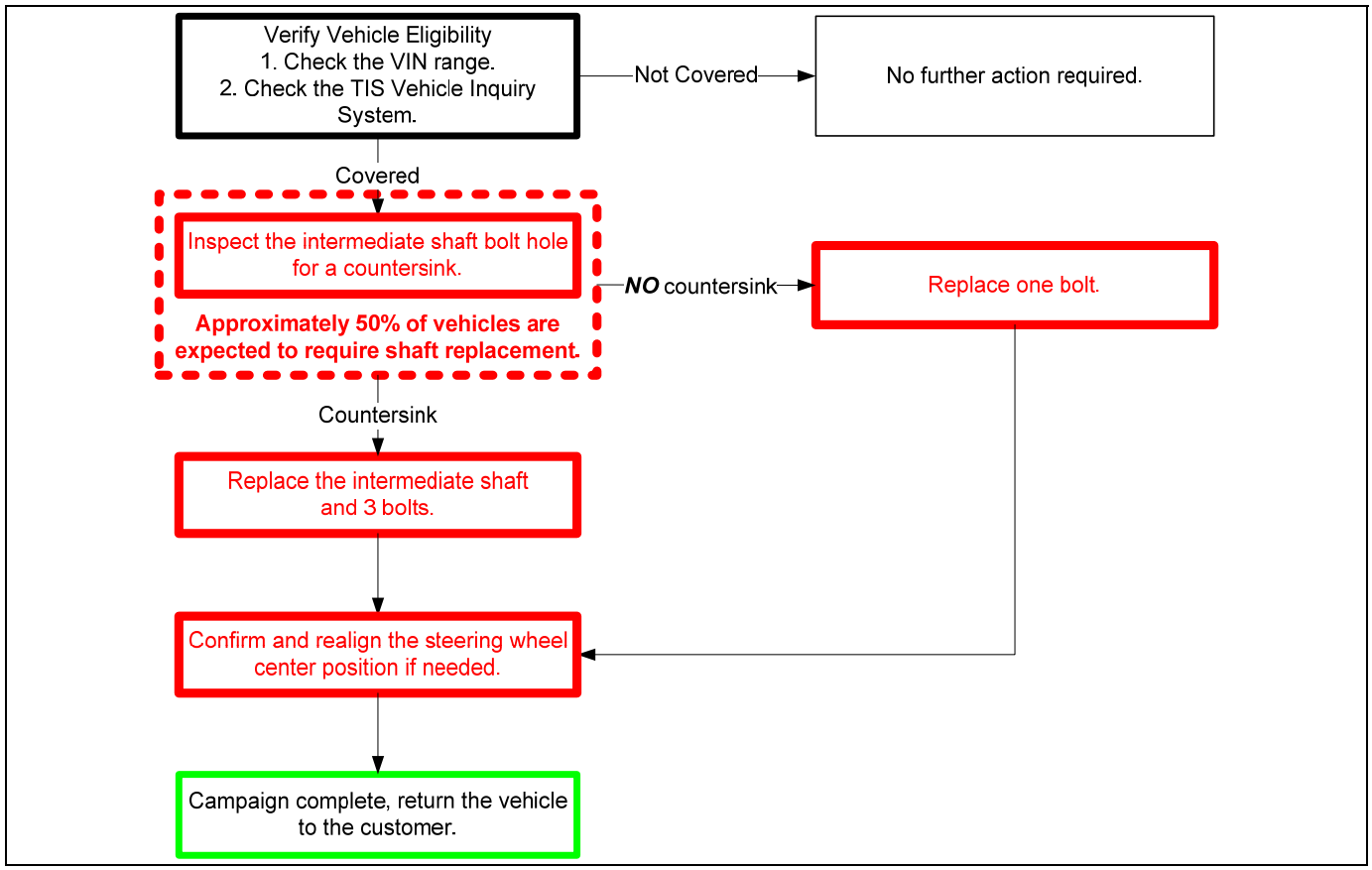
All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.
Note: Chemicals, such as Grease, are not eligible for the Monthly Parts Return Program.

6. Remedy Procedures

Please refer to TIS for Technical Instructions on vehicle repair.

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

7. Warranty Reimbursement Procedure

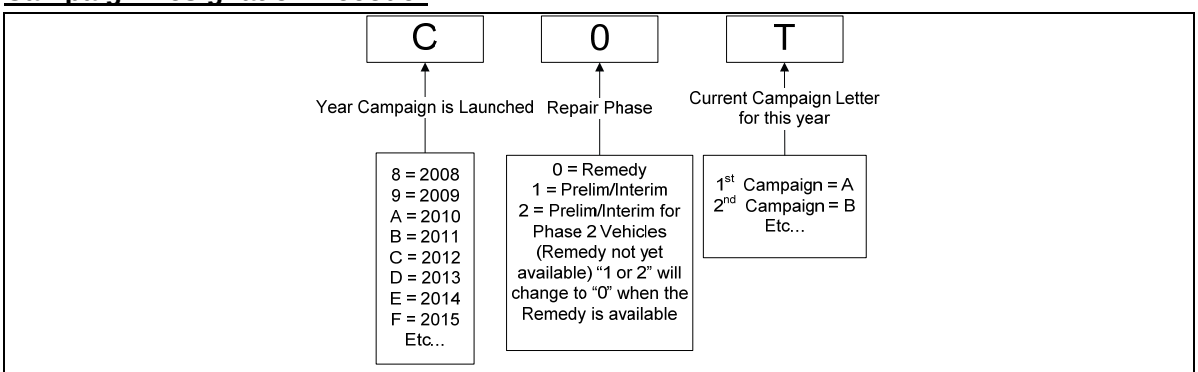


The operation codes to be used for this campaign are:

Model	Op. Code	Description	Flat Rate Hour
Prius	2510LA	Perform Inspection, Steering Extension Shaft OK, Replace Bolt	*0.7 hr/vehicle*
	2510LB	Perform Inspection, Replace Steering Extension Shaft and 3 Bolts	*0.9 hr/vehicle*
	2510LC	Perform Inspection, Replace Steering Extension Shaft and 3 Bolts, and Adjust Steering Wheel Off Center Condition	*1.2 hr/vehicle*

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.
- The cost of the non-reusable bolt can be claimed under Op. Code 2510LA under sublet type "ZZ" at a maximum amount of $1.02 per vehicle.

Campaign Designation Decoder



Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
B1E = Launched in 2011, Interim Phase, 5rd Campaign Launched in 2011
C0F = Launched in 2012, Remedy Phase, 6th Campaign Launched in 2012

8. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

9. Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

10. Customer Contacts

A Q&A is attached to help dealerships respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

TOYOTA

Safety Recall C0T Remedy
Certain 2004 through 2009 Model Year Prius Vehicles
Steering Intermediate Extension Shaft

Q1: What is the condition?

A1: The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability, increasing the risk of a crash.

Q2: What is the Steering Intermediate Extension Shaft?

A2: The Steering Intermediate Extension Shaft is a mechanical link between the steering wheel and steering gear box.

Q3: Are there any warnings that this condition exists?

A3: No. There are no warnings that this condition exists.

Q4: What is Toyota going to do?

A4: Any authorized Toyota dealer will perform the remedy, which will entail an inspection of the steering intermediate extension shaft. Based upon the inspection results, the extension shaft may be replaced. The inspection and, if necessary, replacement will be performed at **NO CHARGE** to the vehicle owner.

This Safety Recall has been separated into two phases. Phase 1 covers vehicles only involved in Safety Recall C0T on the Prius Steering Intermediate Extension Shaft. Phase 2 covers vehicles involved in both C0T and C0U (Prius Hybrid Electric Water Pump).

Q4a: What are the details of the different phase?

Phase	Designation	Applicable Campaigns	Interim Owner Letter	Remedy Owner Letter
1	C0T	C0T	N/A	Mid-December, 2012
2		C0T **and** C0U	Mid-December, 2012	Mid-January, 2013

Phase 1 – Vehicles covered by C0T only

- Phase 1 owner notification letters started in mid-December, 2012.

Phase 2 – Vehicles covered by both C0T and C0U

- Toyota has completed remedy preparations for Phase 2 vehicles and will begin mailing the remedy Phase 2 owner notification letter in Mid-January, 2013. Please refer to the table above for overall campaign mailing information timing.

Q4b: Will all of the Steering Intermediate Extension Shafts require replacement?

A4b: No. Only the extension shafts from one supplier will require replacement. Therefore, approximately one half of the vehicles will require the extension shaft to be replaced.

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 670,000 Prius (2004 through certain 2009 Model Year) vehicles covered by this Safety Recall.

Phase	Campaign Designation and Current Status	Remedy Start Date	Model	Model Year	Production Period	Appx. UIO
1	C0T- **Remedy Phase**	12/11/2012	Prius	2004-2009	Early August, 2003 through Late March, 2009	320,000
2	C0T* - **Remedy Phase**	January, 2013				350,000

**VINs previously identified under (C2T Interim Phase) are now identified under (C0T Remedy Phase).*

Q5a: Are there any other Toyota or Lexus models covered by this Safety Recall?

A5a: No, this condition only affects some 2004 through certain 2009 model year Prius vehicles.

Q5b: Why are other vehicles not covered by this Safety Recall?

A5b: Other vehicles have an extension shaft of sufficient hardness.

Q6: How long will the repair take?

A6: The repair will take approximately 1 hour. However, it may be necessary to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

Q7: What is the difference between this Safety Recall and Safety Recall 60C which was previously announced?

A7: The previous Safety Recall 60C addressed concerns with weld quality of the intermediate shaft as well as an inspection to verify correct installation of the extension shaft during the manufacturing process.

The new Safety Recall C0T is due to insufficient hardness of the extension shaft supplied by a specific supplier.

Q7a: If the vehicle had Safety Recall (60C) previously performed, will the customer need to have Safety Recall C0T performed as well?

A7a: Yes. The dealer will still need to perform the inspection to determine if the extension shaft requires replacement under Safety Recall C0T. We apologize for any inconvenience, but once the remedy is available, the owner should contact his/her authorized Toyota dealer to have the extension shaft inspected and if necessary replaced at **NO CHARGE**.

Q8: What if an owner has previously paid for repairs for this condition?

A8: Owner reimbursement instructions will be provided in the remedy owner letter.

Q9: What if an owner has additional questions or concerns?

A9: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time.

12V-537 Owner mailing started 12/21/12

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

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

2004 to certain 2009 Model Year Prius Vehicles
C0T – Steering Intermediate Extension Shaft
SAFETY RECALL NOTICE *(Remedy Available)*

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in some 2004 to certain 2009 Model Year Prius vehicles.

What is the condition?

The steering intermediate extension shaft ("extension shaft") is a component of the steering assembly and connects the steering column to the steering rack. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box could deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed, such as parking in a tight parking space. The splines could eventually wear out over time, which could result in loss of steering ability, increasing the risk of a crash.

What will Toyota do?

The remedy for your vehicle is available. Any authorized Toyota dealer will perform an inspection of the steering intermediate extension shaft. If the shaft is one supplied with insufficient hardness, it will be replaced. The inspection and, if necessary, replacement of the steering intermediate extension shaft will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

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

The inspection and, if necessary, replacement of the steering intermediate extension shaft will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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

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

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc., Toyota Customer Experience, WC10, 19001 South Western Avenue, Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow us 6-8 weeks to process your request.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

C0T Remedy

Spanish translation on back side
Traducción en español en el reverso

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 2

C0T Technical Instruction T-CP-C0T-A510-D

TECHNICAL INSTRUCTIONS

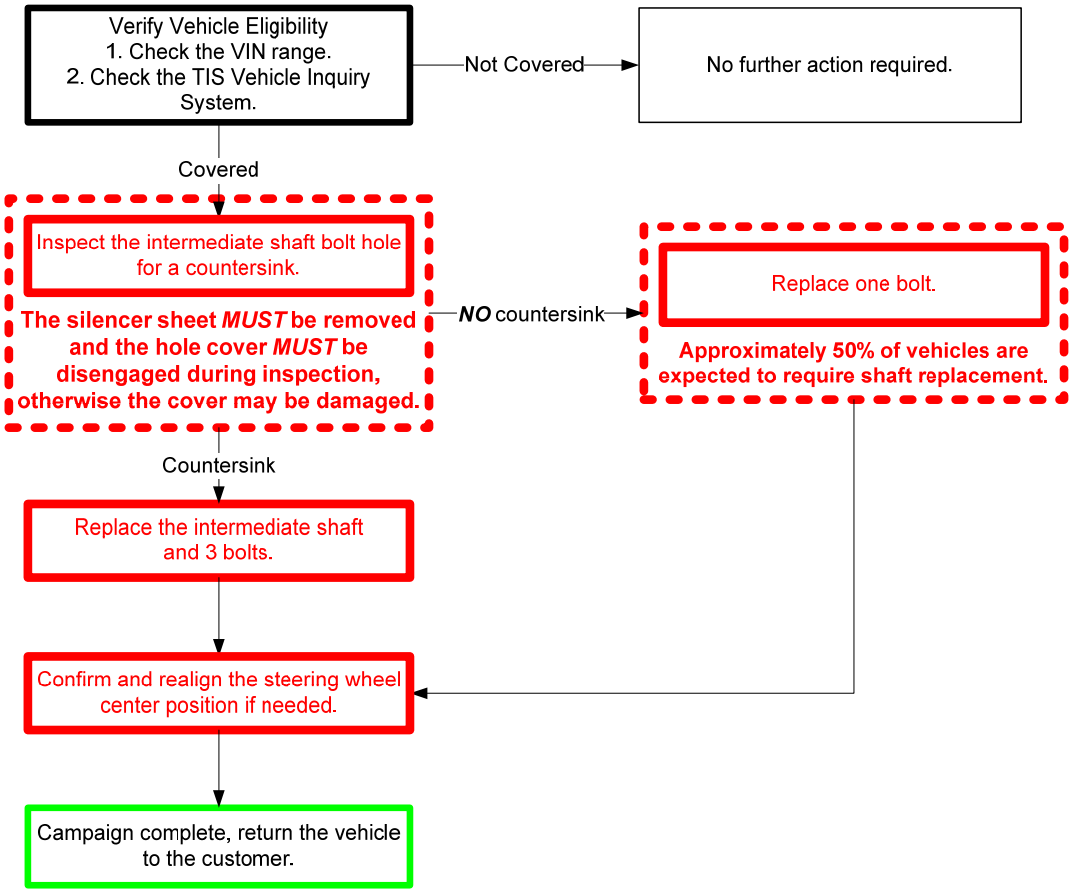
FOR

SAFETY RECALL C0T

STEERING INTERMEDIATE EXTENSION SHAFT

2004 – CERTAIN 2009 MODEL YEAR PRIUS

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

WMI	Year	VIN Range	
		VDS	Range
JTD	2004	KB20U	0001086-0116870
		KB22U	0001142-0116845
	2005	KB20U	0116874-0133248
			3000000-3128076
			7003414-7057937
		KB22U	0116872-0133240
			3000008-3128067
			7004342-7057888
	2006	KB20U	3099688-3202428
			7057941-7545074
		KB22U	3128082-3202418
			7056471-7544598
	2007	KB20U	3201067-3296439
			7083497-7694891
	2008	KB20U	3291973-3462539
			7690436-7818544
	2009	KB20U	3458507-3546425
			7815791-7894047

NOTE:

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
04001-41212	Extension Shaft Kit*	1

*The kit above includes the following parts.

–	Intermediate Extension Shaft	1
90119-08560	Bolt	3

Approximately 50% of vehicles are expected to require shaft replacement.

Part Number	Part Description	Quantity
04002-52112	Bolt Kit*	1

*The kit above includes the following parts.

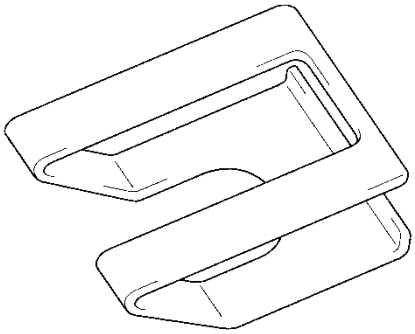
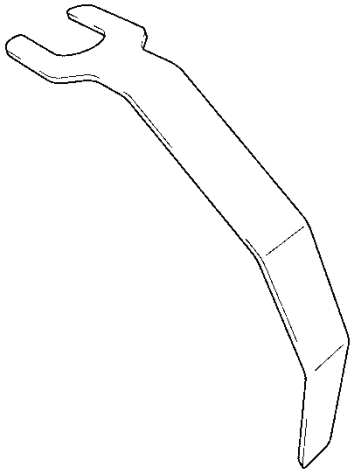
90119-08560	Bolt	10

Approximately 50% of vehicles are expected to require the replacement of one bolt *ONLY*. Note that this kit includes 10 bolts and will therefore remedy 10 vehicles.

B. TOOLS & EQUIPMENT

- Standard hand tools
- Torque wrench
- Protective tape
- Marking pen

Campaign Tools – These tools are provided to the dealership.

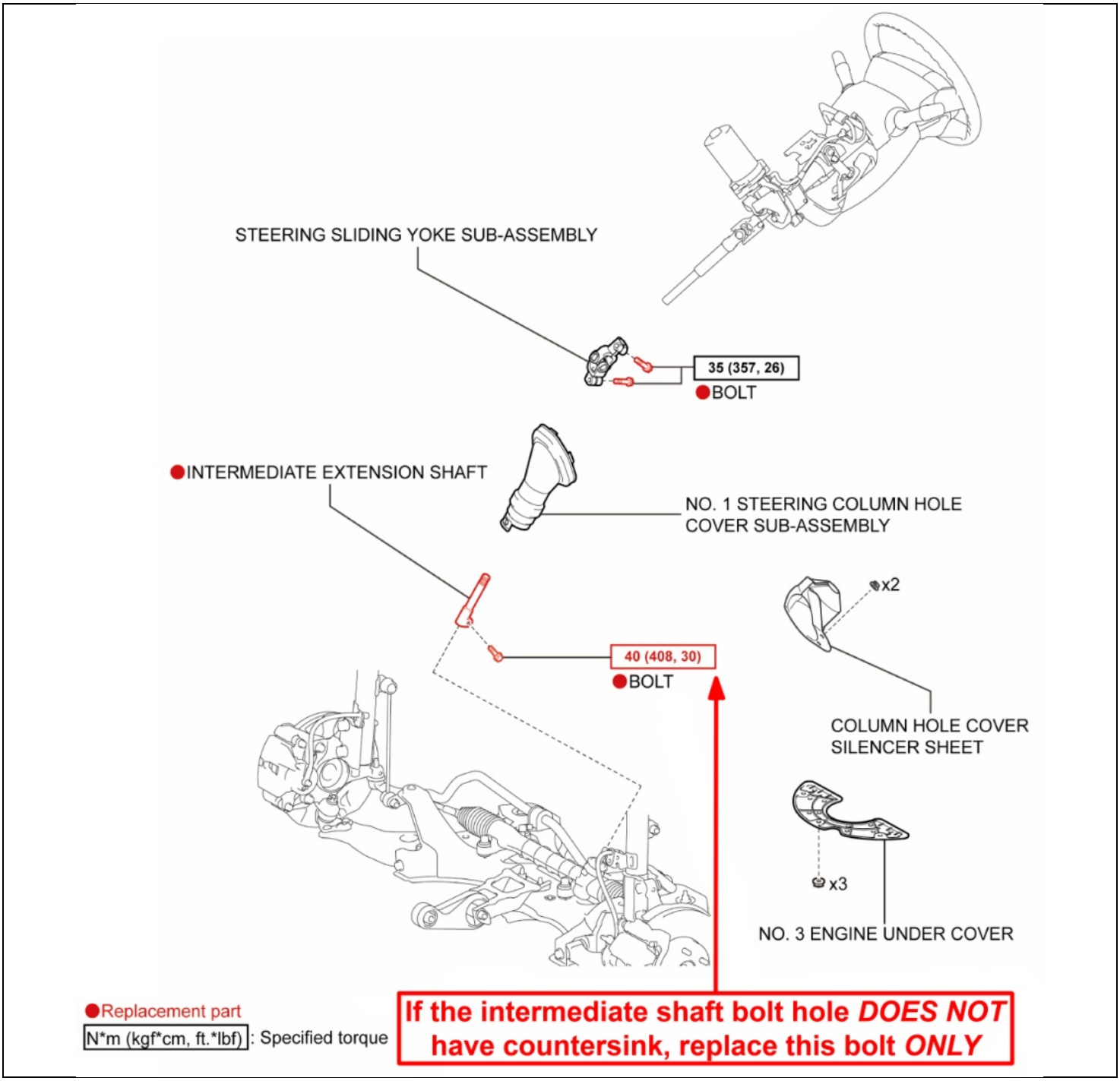
Cover Holding Tool	Cover Lift-Up Tool
	

NOTE: These tools *CANNOT* be ordered through the parts or tools system. If additional tools are needed, contact your regional representative.

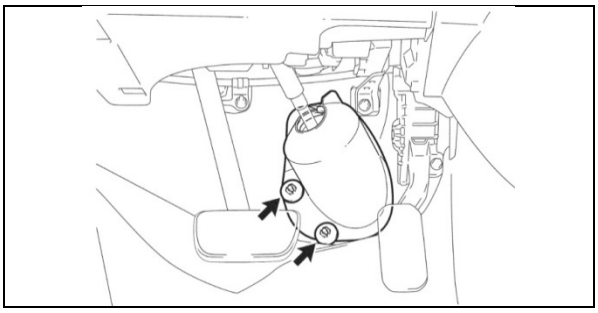
IV. BACKGROUND

The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability.

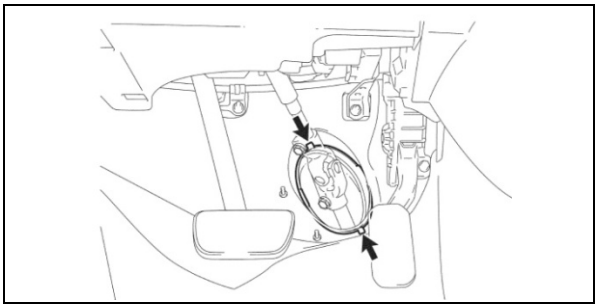
V. COMPONENTS



VI. EXTENSION SHAFT INSPECTION



1. **REMOVE THE FLOOR MAT**
2. **REMOVE THE COLUMN HOLE COVER SILENCER SHEET**
   a) Fold back the floor carpet.
   b) Remove the two clips and the silencer sheet.

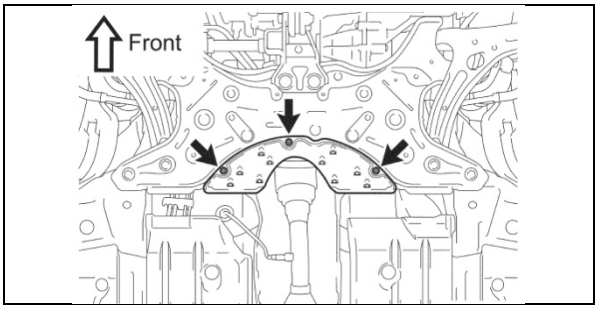


3. DISENGAGE THE No.1 STEERING COLUMN HOLE COVER SUB-ASSEMBLY

c) Disengage the clip.

d) Disengage the claw and the hole cover.

The silencer sheet *MUST* be removed and the hole cover *MUST* be disengaged, otherwise the cover may be damaged during the inspection.



2. LIFT THE VEHICLE

NOTE: It may be necessary to turn the wheels; therefore, lift the vehicle in a way that does not interfere with the wheels.

3. REMOVE THE No.3 ENGINE UNDER COVER

a) Remove the 3 nuts and the under cover.

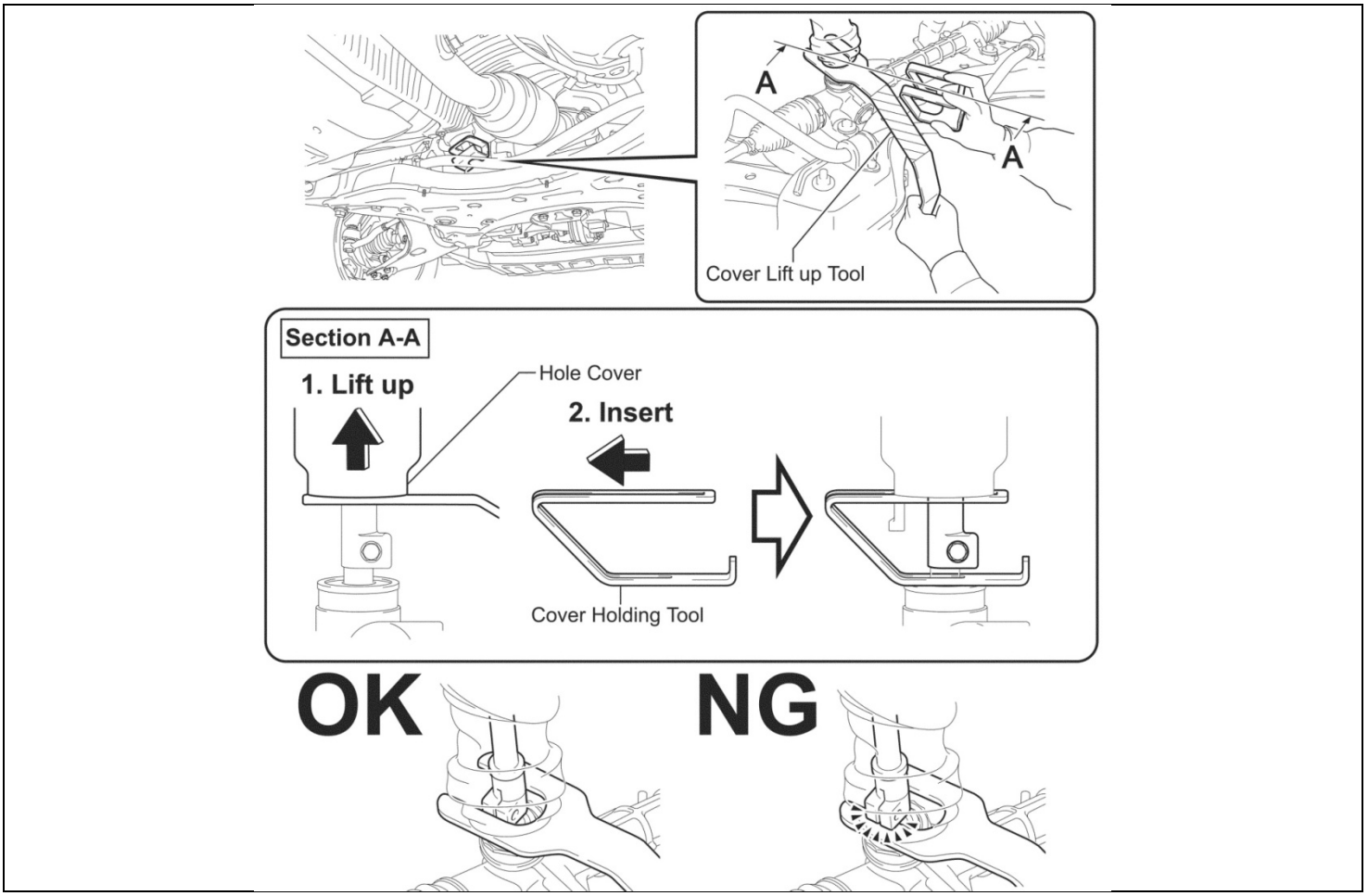
4. INSTALL THE HOLDING TOOL

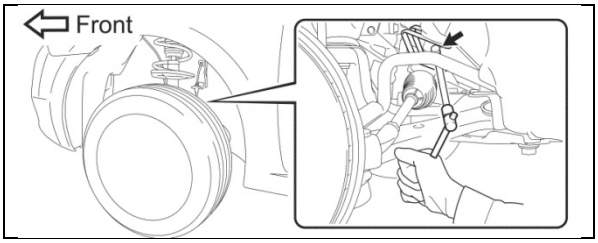
a) Lift the column hole cover using the supplied lift-up tool.

b) Install the supplied holding tool.

NOTE:

- **Wrap the lift-up tool with protective tape to avoid damaging the stabilizer bar.**
- ***DO NOT* use any tool other than the campaign tool to lift the column hole cover or the cover may be damaged.**
- **Pay attention to the position of the lift-up tool to avoid putting pressure on the extention shaft.**

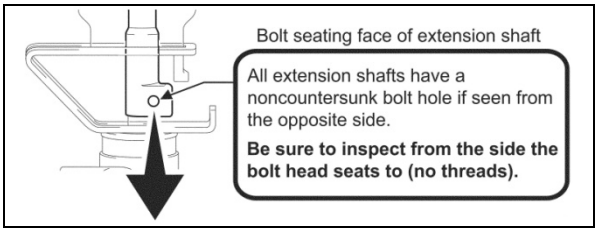




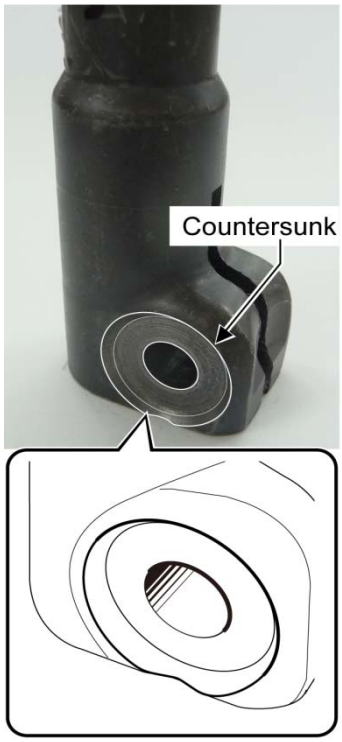
5. REMOVE THE EXTENSION SHAFT BOLT

NOTE: It may be necessary to turn the wheels to access the bolt.

STOP ***DO NOT*** **remove or disengage the extension shaft in any way.**

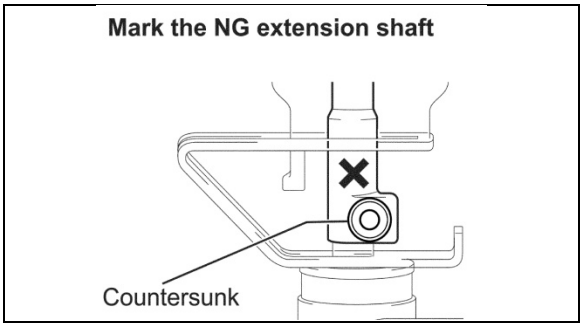


6. INSPECT THE EXTENSION SHAFT

Shaft Design	NO Countersink	Countersink
	 **OK**	 **NG**
Action Required	**OK** Replace the extension shaft bolt *ONLY*. Proceed to SECTION VII. EXTENSION SHAFT & BOLT REPLACEMENT. Complete STEPS 24-28 and 36-37.	**NG** Replace the extension shaft and 3 bolts. Proceed to SECTION VII. EXTENSION SHAFT & BOLT REPLACEMENT

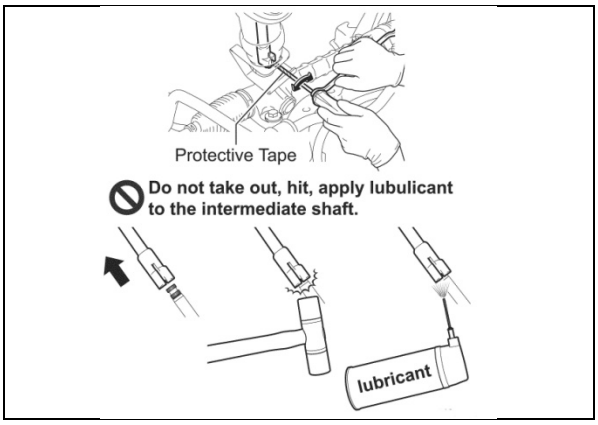
NOTE: The new shaft in the kit (04001-41212) is manufactured with a countersink. *DO NOT* mix the old and new shaft.

VII. EXTENSION SHAFT & BOLT REPLACEMENT



4. MARK THE NG EXTENSION SHAFT

NOTE: The new shaft in the kit (04001-41212) is manufactured with a countersink, mark the NG shaft to confirm it is not reused.

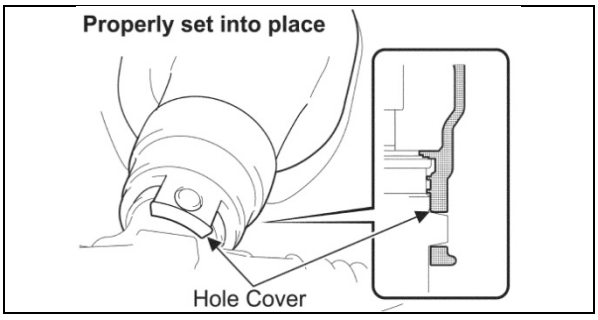


5. LOOSEN THE EXTENSION SHAFT

a) Loosen the extension shaft by prying the slit with a flathead screwdriver.

STOP

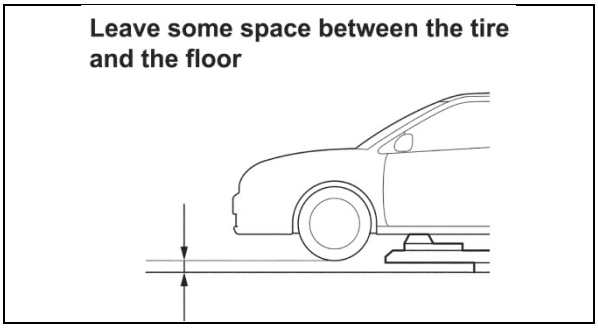
- ***ONLY* loosen the shaft, *DO NOT* remove it.**
- ***DO NOT* hit the shaft with a hammer, this may cause damage.**
- ***DO NOT* apply lubricant, this may cause bolts to break or loosen after reassembly.**



6. REMOVE THE COVER HOLDING TOOL

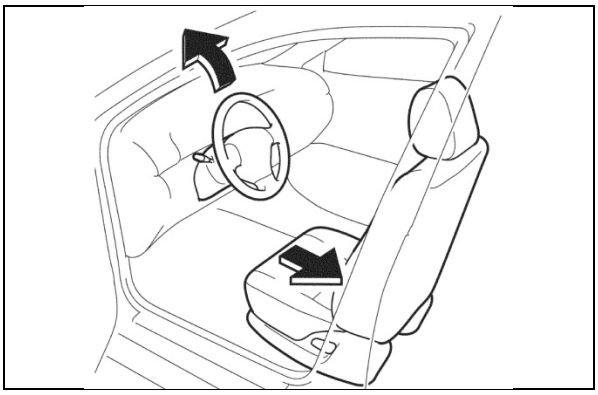
7. TEMPORARILY INSTALL THE COLUMN COVER

NOTE: If the cover is not temporarily installed, it may interfere with the installation or removal of the shaft.



8. LOWER THE VEHICLE

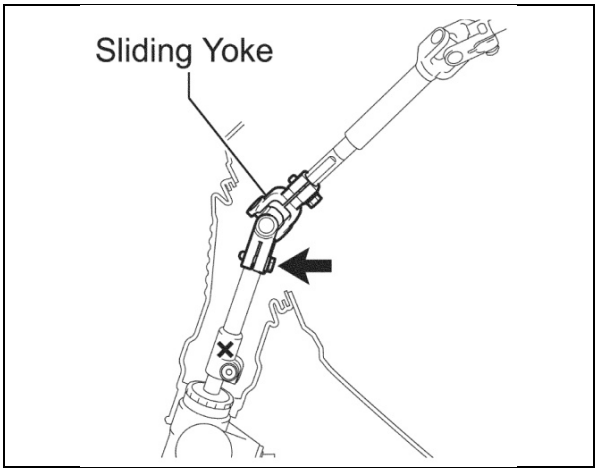
a) Lower the vehicle but leave the wheels off the ground to allow the wheels to be turned.



9. TILT THE STEERING COLUMN TO THE UPPER MOST POSITION

10. SLIDE THE DRIVER SEAT TO THE REAR MOST POSITION

NOTE: Record the seat and steering wheel position so they can be repositioned when the work is complete.



11. REMOVE THE LOWER BOLT OF THE STEERING SLIDING YOKE SUB-ASSEMBLY

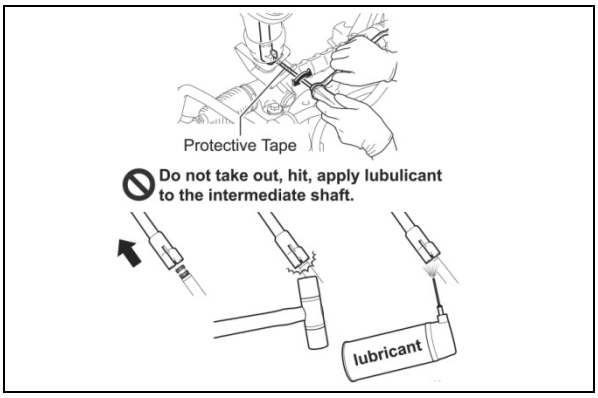
a) Remove the lower bolt from inside the vehicle.

b) Mark the bolt so it is not reused.

NOTE: It may be necessary to turn the wheels to access the bolt.

STOP

DO NOT **remove the upper bolt, this may change the alignment of the steering wheel.**

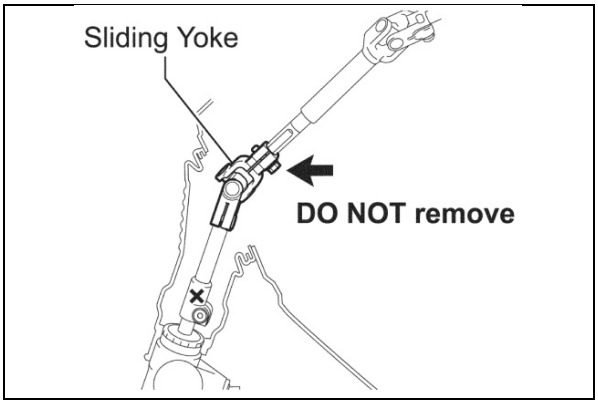


12. LOOSEN THE SLIDING YOKE SUB-ASSEMBLY

a) Loosen the yoke by prying the slit with a flathead screwdriver.

STOP

- ***ONLY*** **loosen the yoke,** ***DO NOT*** **remove it.**
- ***DO NOT*** **hit the yoke with a hammer, this may cause damage.**
- ***DO NOT*** **apply lubricant, this may cause bolts to break or loosen after reassembly.**



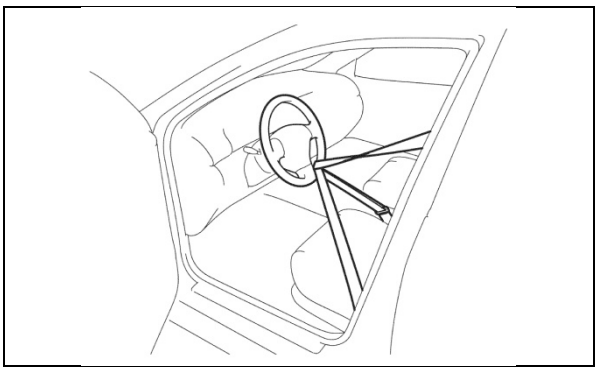
13. LOOSEN THE UPPER BOLT OF THE STEERING SLIDING YOKE SUB-ASSEMBLY

a) Loosen the upper bolt.

NOTE: It may be necessary to turn the wheels to access the bolt.

STOP

- ***DO NOT*** **remove the upper yoke bolt, this may change the alignment of the steering wheel.**



14. CONFIRM THE STEERING WHEEL AND THE WHEELS ARE POINTED STRAIGHT AHEAD

15. SECURE THE STEERING WHEEL IN THE STRAIGHT AHEAD POSITION

a) Use the seat belt to secure the steering wheel.

NOTE:

- ***DO NOT* damage the steering wheel.**
- **If the steering wheel is not secured, the spiral cable may be damaged.**

16. LOWER THE VEHICLE SO THE WHEELS ARE ON THE GROUND

a) Confirm the steering wheel is still centered.

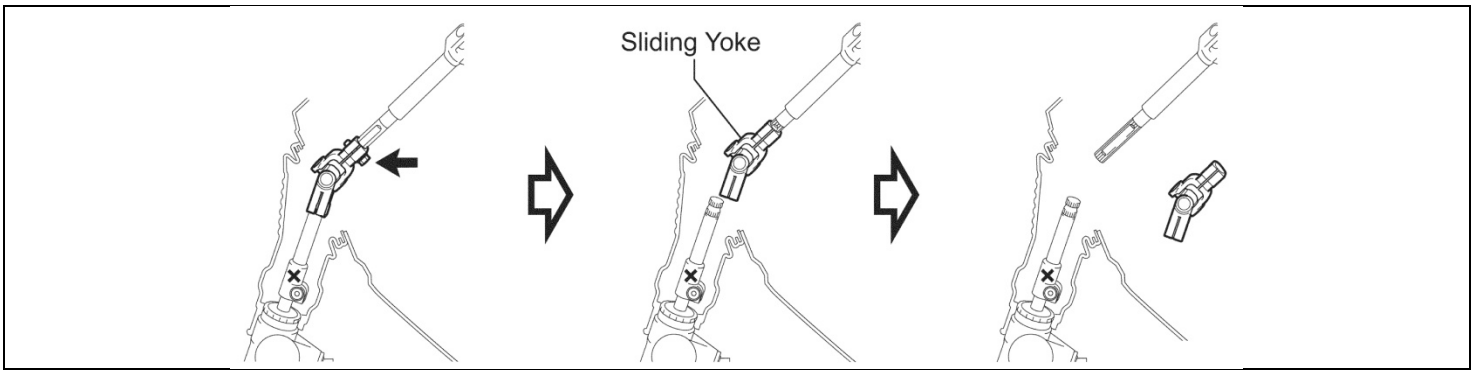
NOTE: The shaft *MUST* be exchanged while the wheels are on the ground to prevent the gear from becoming misaligned.

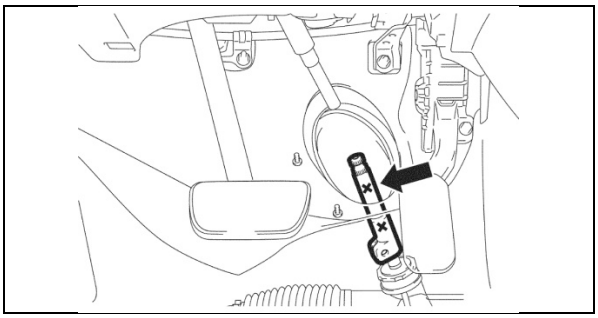
17. REMOVE THE STEERING SLIDING YOKE SUB-ASSEMBLY

a) Remove the upper yoke bolt and the sliding yoke.

b) Mark the bolt so it is not reused.

STOP **After removing the shaft and yoke, *DO NOT* do anything that will cause the wheels to move, this may change the alignment of the steering wheel.**



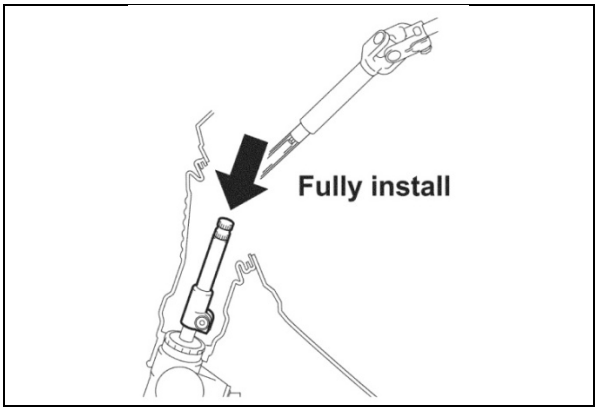


18. REMOVE THE EXTENSION SHAFT

a) Remove the extension shaft.

b) Mark the shaft so it is not reused.

STOP **The new shaft in the kit (04001-41212) is manufactured with a countersink, mark the NG shaft to confirm it is not reused.**

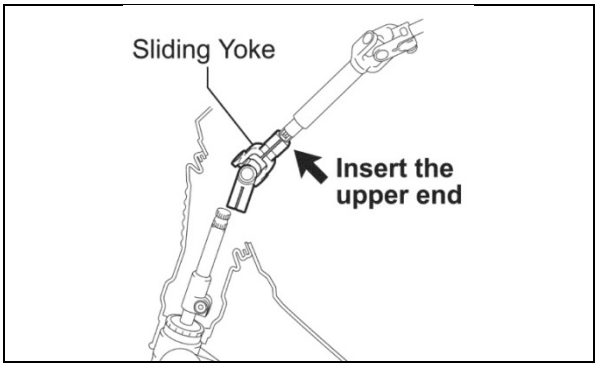


19. INSTALL THE *NEW* EXTENSION SHAFT

a) Install the ***NEW*** shaft so that it is fully seated.

STOP

- ***DO NOT* use any cleaner on the shaft, this will change the bolt tightening friction.**
- **The shaft can be installed in any position, but it should be installed in a position that allows for access to the bottom bolt.**



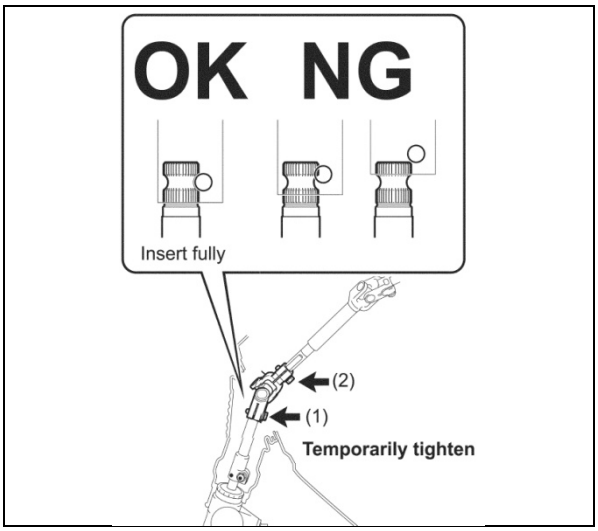
20. LOOSELY INSTALL THE SLIDING YOKE SUB-ASSEMBLY

a) Install the upper end of the yoke.

b) Confirm the steering wheel is still centered.

NOTE:

- **The yoke can only be installed in one position.**
- **The yoke cannot be installed upside down because the shaft sizes are different.**



c) Fully install the lower end of the yoke and loosely install a ***NEW*** bolt.

d) Loosely tighten the two bolts following the sequence in the illustration.

21. RELEASE THE STEERING WHEEL

a) Disconnect the seat belt to release the steering wheel.

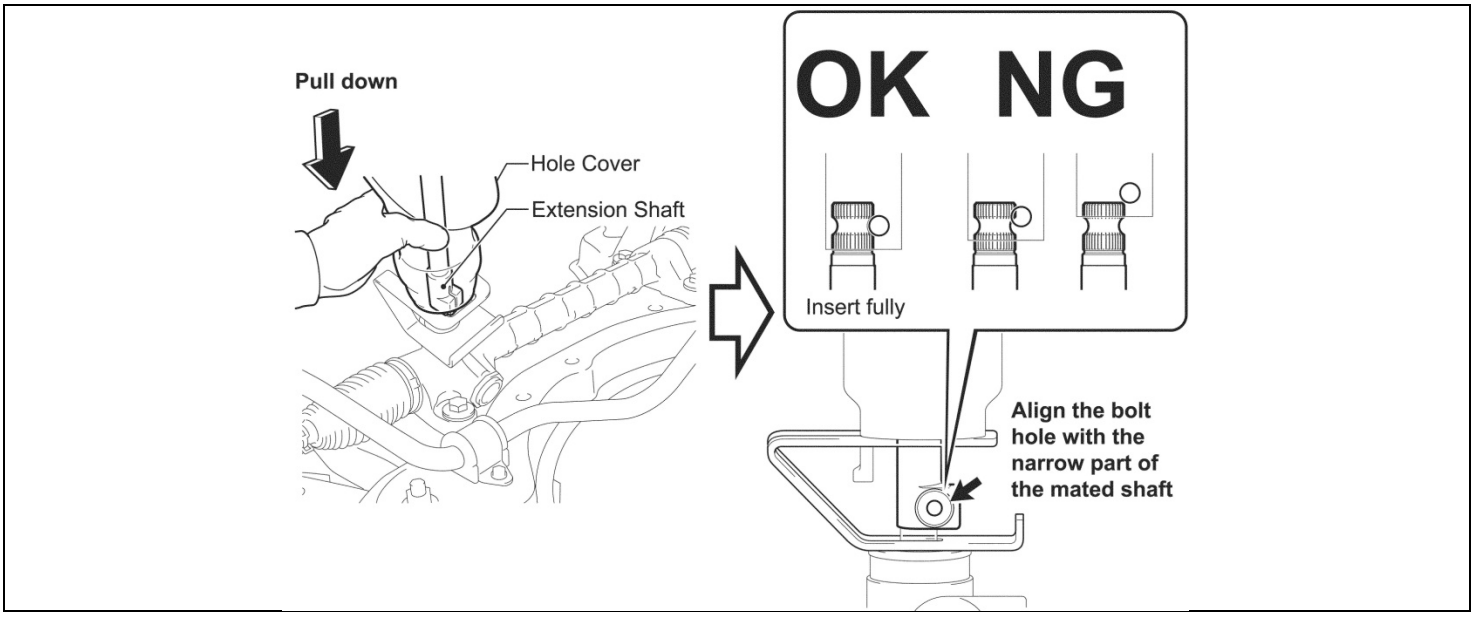
22. LIFT UP THE VEHICLE

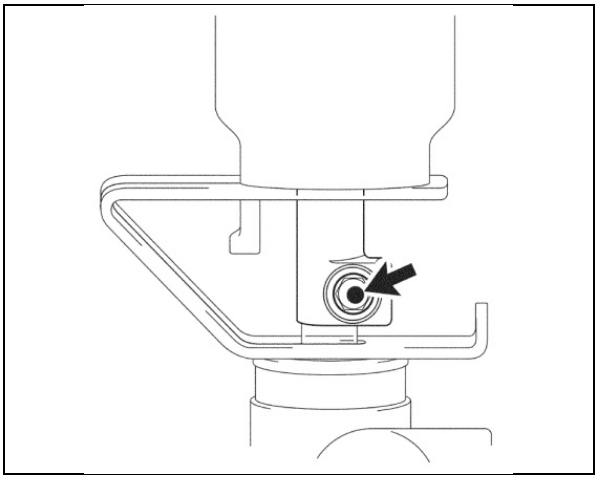
23. INSTALL THE COVER HOLDING TOOL USING THE COVER LIFT-UP TOOL

NOTE: Perform steps 24-28 and 36-37 if the shaft inspection is OK and only 1 bolt is being replaced. There is *NO NEED* to perform the other steps in SECTION VII. as they relate to shaft replacement.

24. INSTALL THE EXTENSION SHAFT BOLT

a) Grab the shaft and hole cover together and pull down to confirm the shaft is fully seated.

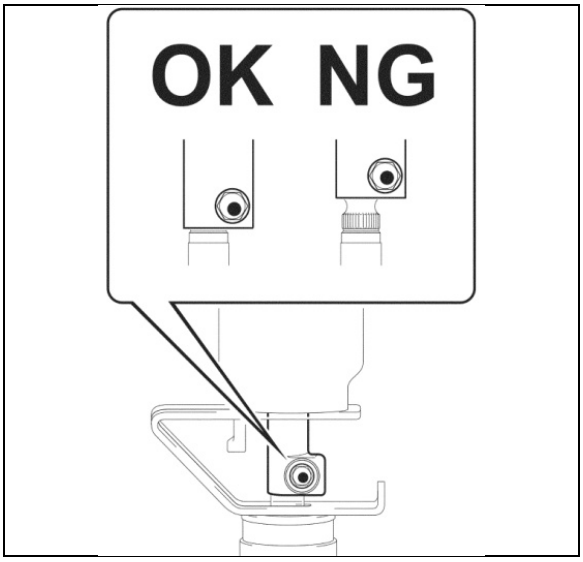


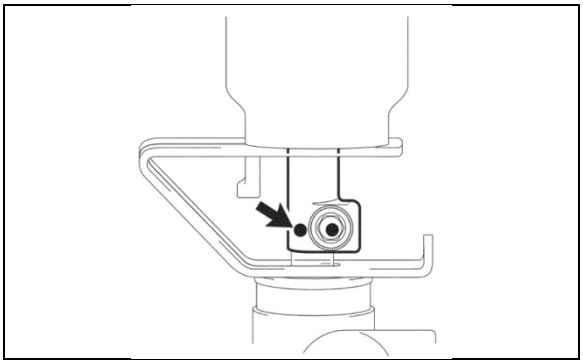


b) Install the ***NEW*** bolt.

Torque: 30ft. lbf (40N·m)

c) Mark the bolt head to indicate it has been tightened properly.





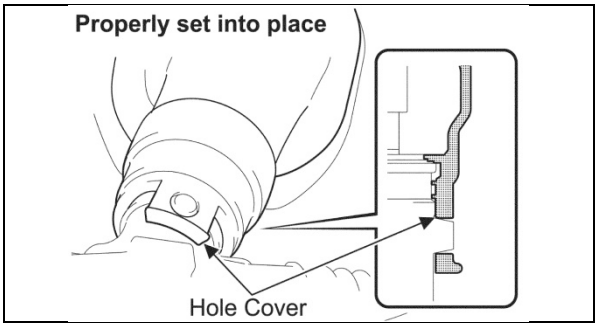
25. INSPECT THE EXTENSION SHAFT

a) Confirm that a ***NEW*** shaft and ***NEW*** bolt has been installed.

b) Confirm the lower end of the shaft has been fully seated.

NOTE: If only the edge of the shaft is engaged, the bolt can be tightened but the shaft may become disconnected.

c) Mark the shaft to confirm the inspection has been performed.



26. REMOVE THE COVER HOLDING TOOL

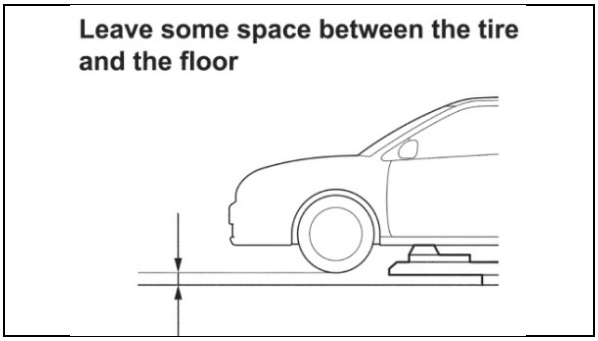
27. REINSTALL THE No.1 STEERING COLUMN HOLE COVER SUB-ASSEMBLY

a) Engage the entire curcumference of the hole cover.

b) Align the tab on the cover with the tab on the steering gear.

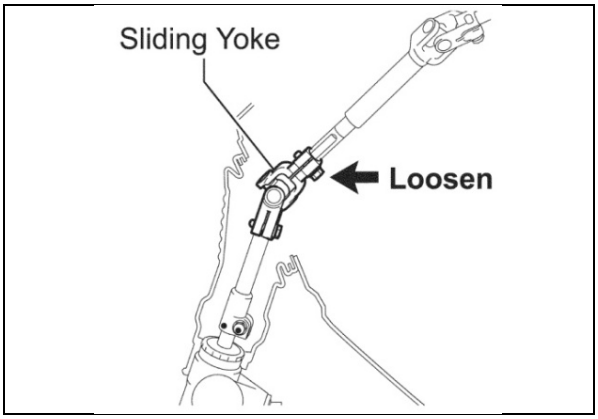
28. REINSTALL THE No.3 ENGINE UNDER COVER

NOTE: Perform steps 24-28 and 36-37 if the shaft inspection is OK and only 1 bolt is being replaced. There is *NO NEED* to perform the other steps in SECTION VII. as they relate to shaft replacement.



29. LOWER THE VEHICLE

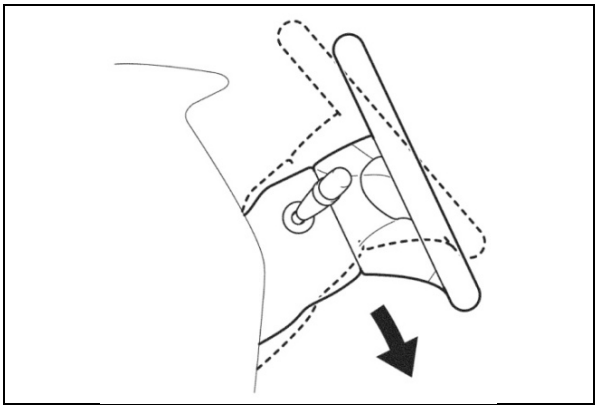
a) Lower the vehicle but leave the wheels off the ground to allow the wheels to be turned.



30. TIGHTEN THE STEERING SLIDING YOKE SUB-ASSEMBLY BOLTS

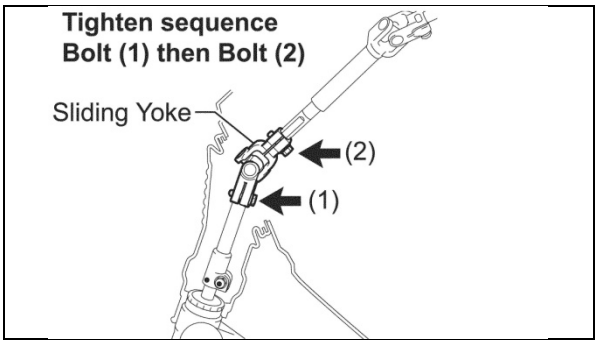
a) Loosen the top bolt on the sliding yoke until it can be turned by hand.

NOTE: If the bolt is not loosened first, the yoke could be strained and may fail.



b) Tilt the steering column to the lowest position.

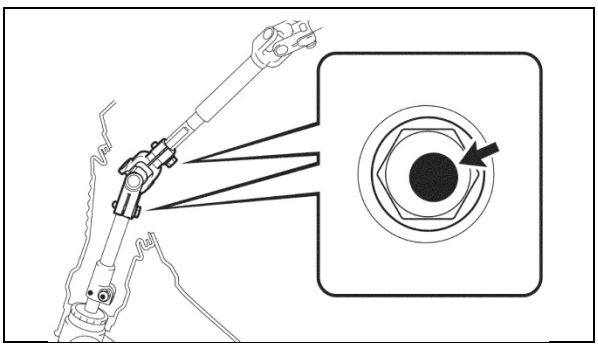
NOTE: The length of the steering column shaft varies slightly with tilt angle. Tighten the bolts with the steering column in the lowest position to prevent binding.



c) Tighten the 2 bolts to the specified torque following the sequence in the illustration.

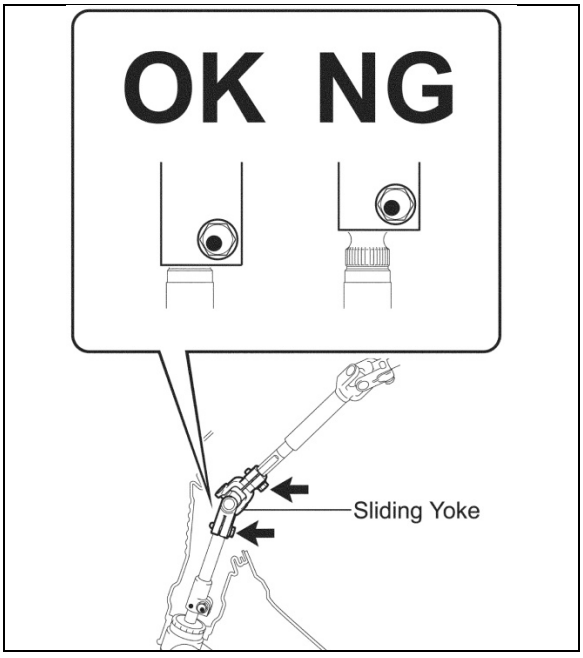
Sequence: . 1. Lower Bolt → 2. Upper Bolt

Torque 26ft. lbf (35N·m)



The bolts *MUST* be torqued in the order and to the specification as described.

d) Mark the bolt heads to confirm they have been tightened correctly.

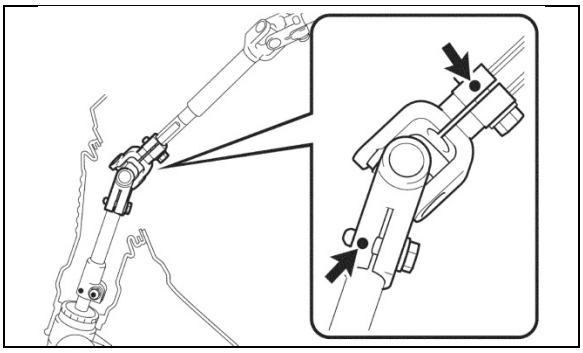


31. INSPECT THE EXTENSION SHAFT & YOKE

a) Confirm two ***NEW*** bolts have been installed.

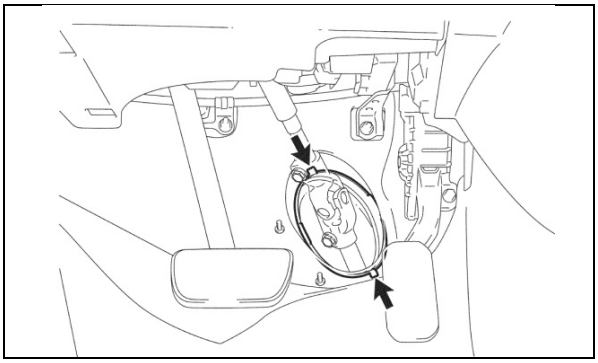
b) Confirm the upper and lower ends of the yoke are fully installed.

NOTE: If only the edge of the shaft is engaged, the bolt can be tightened but the shaft may become disconnected.



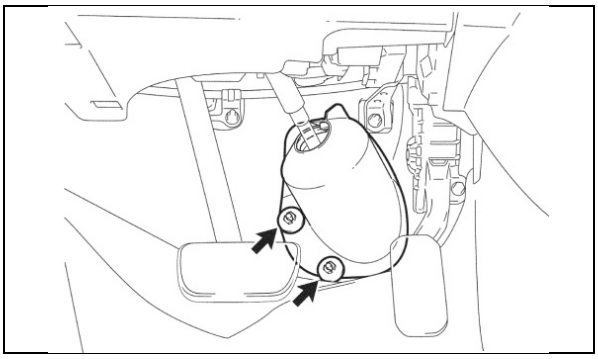
c) Mark the yoke to confirm the inspection has been performed.

NOTE: Perform steps 24-28 and 36-37 if the shaft inspection is OK and only 1 bolt is being replaced. There is *NO NEED* to perform the other steps in SECTION VII. as they relate to shaft replacement.



32. REINSTALL THE No.1 STEERING COLUMN HOLE COVER SUB-ASSEMBLY

a) Reinstall the hole cover with the claw and clip.



33. REINSTALL THE COLUMN HOLE COVER SILENCER SHEET

a) Reinstall the silencer sheet with the 2 clips.

b) Confirm the silencer sheet does not interfere with the shaft.

c) Confirm the carpet is in the correct position.

34. **REINSTALL THE FLOOR MAT**

35. **INSPECT THE STEERING COLUMN TILT FUNCTION FOR PROPER OPERATION**

NOTE: Perform steps 24-28 and 36-37 if the shaft inspection is OK and only 1 bolt is being replaced. There is *NO NEED* to perform the other steps in SECTION VII. as they relate to shaft replacement.

36. **TURN THE STEERING WHEEL FROM LOCK TO LOCK TO INSPECT FOR PROPER OPERATION AND FEEL**

    a) Check for rough movement and abnormal noise.

37. **TEST DRIVE THE VEHICLE**

38. **ADJUST THE STEERING WHEEL CENTER POSITION IF NEEDED**

    a) If needed, adjust toe to align the steering wheel correctly.

    NOTE:

    - **There is *NO NEED* to adjust toe if the shaft is not replaced.**
    - **Because the extension shaft has been replaced, the steering wheel may be off center due to slight variations in the extension shaft.**

39. **RETURN THE STEERING WHEEL AND SEAT TO THEIR ORIGINAL POSITIONS**

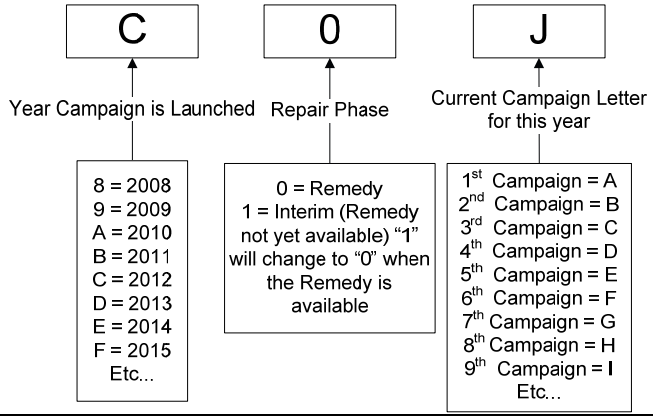
◄ VERIFY REPAIR QUALITY ►

- **Be sure to remove the bolt to inspect the extension shaft bolt hole for countersink**
- **Confirm *NEW* bolt(s) are used when reassembling the vehicle**
- **Confirm *ALL* inspection and bolt tightening steps are performed exactly as described**
- **Confirm the steering wheel is centered before returning the vehicle to the customer**

If you have any questions regarding this update, please contact your regional representative.

VIII. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
B1E = Launched in 2011, Interim Phase, 5rd Campaign Launched in 2011
C1C = Launched in 2012, Interim Phase, 3rd Campaign Launched in 2012

B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 2

Safety Recall C0T (C2T - Phase 2) Dealer Letter T-CP-C2T-A11

TOYOTA

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

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

Subject: **Safety Recall - *C0T* Phase 1 *Remedy* Notification**
***C2T* Phase 2 *Interim* Notification**
2004 to certain 2009 Model Year Prius Vehicles
Steering Intermediate Extension Shaft

As previously announced, on November 14, 2012, Toyota filed a Defect Information Report (DIR), with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall of 2004 to certain 2009 Model Year Prius vehicles.

This Safety Recall will be separated into two phases. Phase 1 will cover vehicles only involved in Safety Recall C0T for the Prius Steering Intermediate Extension Shaft. Phase 2 will cover vehicles involved in both C0T and C0U (Prius Hybrid Electric Water Pump). Toyota is currently preparing the remedy for C0U. *Please refer to Safety Recall Launch Timing for further information.*

Condition for C0T

The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability, increasing the risk of a crash.

Remedy for C0T

Toyota dealers are requested to perform an inspection of the steering intermediate extension shaft. Based upon the inspection results, the extension shaft may be replaced. The inspection, and, if necessary, replacement of the steering intermediate extension shaft will be performed at **NO CHARGE** to the customer.

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

Safety Recall Remedy Launch Timing:

Phase	Campaign Designation and Current Status	Remedy Start Date	Applicable Campaigns	
			C0T	C0U
1	C0T - **Remedy Available**	12/11/2012	✔	
2	C2T* - **Interim Phase**	January, 2013	✔	✔

**C2T will change to C0T at the time Phase 2 is launched.*

1. Owner Notification Mailing Date

Phase	Designation	Applicable Campaigns	Interim Owner Letter	Remedy Owner Letter
1	C0T	C0T	N/A	Mid-December, 2012
2	C2T	C0T **and** C0U	Mid-December, 2012	January, 2013

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

Phase 1 – Vehicles covered by C0T only

- Toyota has completed remedy preparations for Phase 1 vehicles and will begin to notify owners in mid-December, 2012.

Phase 2 – Vehicles covered by both C0T and C0U

- These vehicles are designated C2T in TIS and are covered by both Safety Recall **C0T and C0U.**
- Toyota is currently making preparations for C0U. However, as required by NHTSA, in mid-December, 2012, Toyota will be mailing an interim owner letter to vehicle owners covered in Phase 2.
- The Interim Owner Notification Letter will advise owners of (1) this safety recall, (2) the fact they will receive a future notice once the remedy is available.

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

2. Interim Customer Handling

If you are contacted by a customer whose vehicle is exhibiting the condition or prefers not to wait for Phase 2, please assist the customer by setting up an appointment to have the remedy performed. **The dealer must inform the customer they will need to return at a later date once the remedy for Safety Recall C0U Hybrid Electric Water Pump is available.**

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

Toyota requests dealers to conduct the remedy on any pre-owned vehicles currently in dealer inventory that are covered by Safety Recall C0T prior to delivery to the customer. If the vehicle is included in Phase 2, we ask the dealer's patience in holding the claim until Phase 2 is launched in early January, 2013.

4. Dealer Summary Reports

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

5. Number and Identification of Covered Vehicles

There are approximately 670,000 Prius (2004 to certain 2009 MY) vehicles covered by Safety Recall C0T for the Steering Intermediate Extension Shaft.

Phase	Campaign Designation and Current Status	Remedy Start Date	Model	Model Year	Production Period	Appx. UIO
1	C0T- **Remedy Phase**	12/11/2012	Prius	2004-2009	Early August, 2003 through Late March, 2009	320,000
2	C2T* -**Interim Phase**	January, 2013				350,000

**C2T will change to C0T in Phase 2 when the remedy is launched.*

(Number and Identification of Vehicles Continued. . .)

The following VDS breakdown is representative of Phase 1 vehicles only; the table will be updated at the launch of Phase 2.

Model	WMI	MY	VDS	START	FINISH
Prius	JTD	2004	KB20U	0001086	0116870
			KB22U	0001142	0116845
		2005	KB20U	0116874	0133248
				3000000	3128076
				7003414	7057937
			KB22U	0116872	0133240
				3000008	3128067
				7004342	7057888
		2006	KB20U	3099688	3202428
				7057941	7545074
			KB22U	3128082	3202418
				7056471	7544598
		2007	KB20U	3201067	3296439
				7083497	7694891

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

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

STATE	UIO
AK	1,101
AL	4,510
AR	3,650
AZ	17,192
CA	175,408
CO	14,686
CT	10,015
DC	2,381
DE	1,925
FL	31,397
GA	11,445

STATE	UIO
HI	791
IA	5,058
ID	2,963
IL	22,619
IN	9,246
KS	4,518
KY	4,591
LA	3,329
MA	20,547
MD	16,519
ME	4,305

STATE	UIO
MI	10,697
MN	12,352
MO	8,547
MS	1,893
MT	2,106
NC	17,752
ND	573
NE	2,220
NH	4,460
NJ	14,898
NM	4,856

STATE	UIO
NV	5,107
NY	29,296
OH	15,395
OK	4,008
OR	17,054
PA	21,578
RI	2,373
SC	5,508
SD	983
TN	7,433
TX	32,851

STATE	UIO
UT	5,298
VA	23,686
VT	3,093
WA	26,992
WI	12,435
WV	1,794
WY	905

6. Parts Ordering (Dealer Ordering Solutions)

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

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

Campaign	Part Number	Part Description	Quantity
C0T	04001-41212	Extension Shaft Kit**	1

**The kit above includes the following parts.

–	Intermediate Extension Shaft	1
90119-08560	Bolt	3

Approximately 50% of vehicles are expected to require shaft replacement.

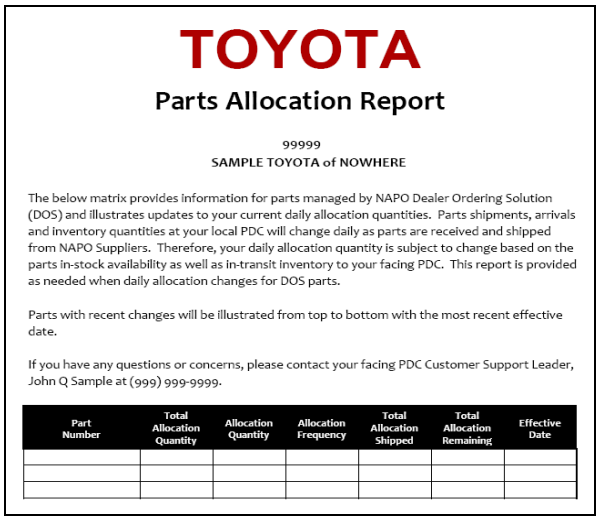
Campaign	Part Number	Part Description	Quantity
C0T	04002-52112	Bolt Kit***	1

***The kit above includes the following parts.

90119-08560	Bolt	10

Approximately 50% of vehicles are expected to require the replacement of one bolt *ONLY*. Note that this kit includes 10 bolts and will therefore remedy 10 vehicles.

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



TOYOTA

Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

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

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

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

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

IMPORTANT PARTS ORDERING UPDATE

Effective January 1, 2012, All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.

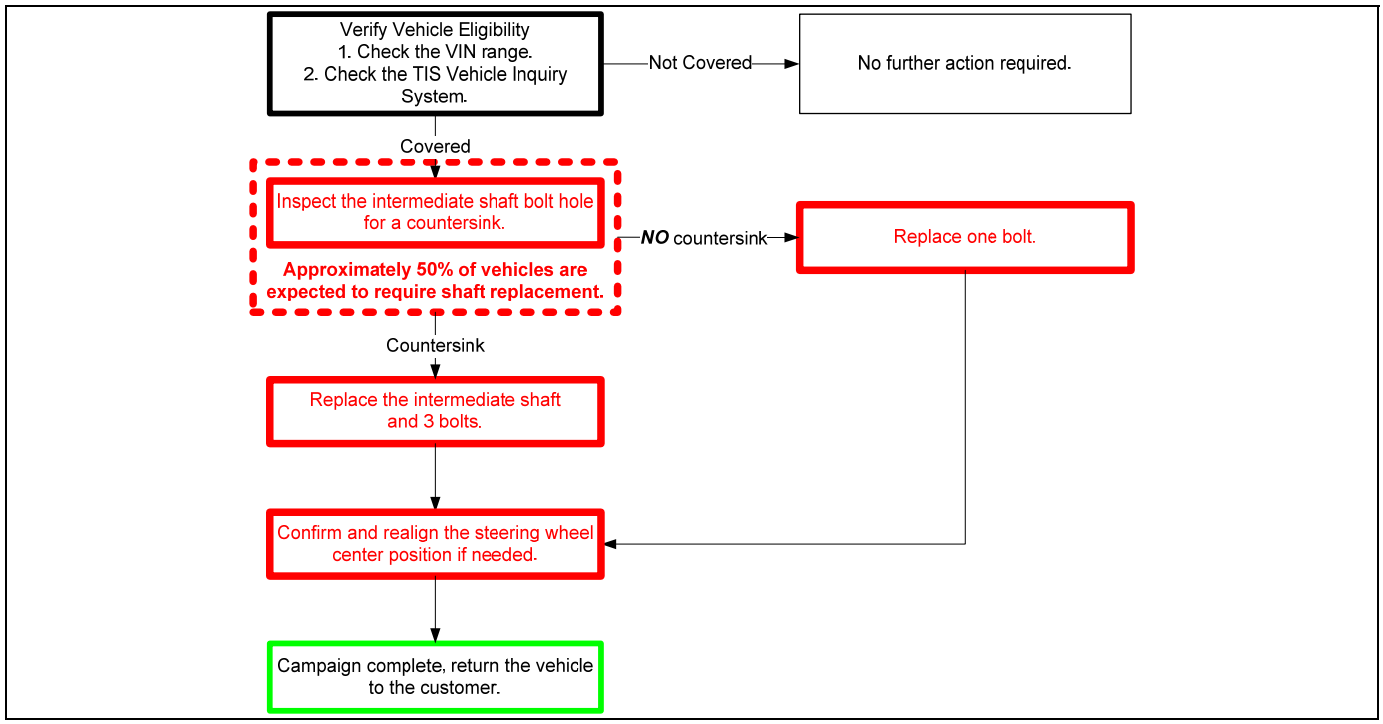
Note: Chemicals, such as Grease, are not eligible for the Monthly Parts Return Program.

7. Remedy Procedures

Please refer to TIS for Technical Instructions on vehicle repair.

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

8. Warranty Reimbursement Procedure

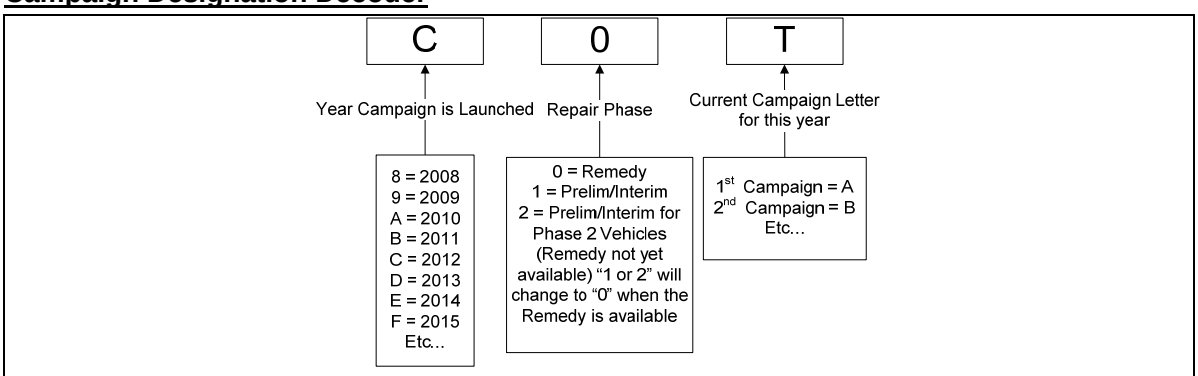


The operation codes to be used for this campaign are:

Model	Op. Code	Description	Flat Rate Hour
Prius	2510LA	Perform Inspection, Steering Extension Shaft OK, Replace Bolt	*0.7 hr/vehicle*
	2510LB	Perform Inspection, Replace Steering Extension Shaft and 3 Bolts	*0.9 hr/vehicle*
	2510LC	Perform Inspection, Replace Steering Extension Shaft and 3 Bolts, and Adjust Steering Wheel Off Center Condition	*1.2 hr/vehicle*

- The above operation codes include 0.1 hour for administrative cost per unit for the dealership.
- The cost of the non-reusable bolt can be claimed under op code 2510LA under sublet type "ZZ" at a maximum amount of $1.02 per vehicle.

Campaign Designation Decoder



Examples:
A0D = Launched in 2010, Remedy Phase, 4th Campaign Launched in 2010
B1E = Launched in 2011, Interim Phase, 5rd Campaign Launched in 2011
C0F = Launched in 2012, Remedy Phase, 6th Campaign Launched in 2012

9. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

10. Media Contacts

It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Brian Lyons (310) 468-2552 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

11. Customer Contacts

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

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Safety Recall.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.

Safety Recall C0T & (C2T)
Certain 2004 through 2009 Model Year Prius Vehicles
Steering Intermediate Extension Shaft

Q1: What is the condition?

A1: The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box may deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. This may create an increased backlash, and splines may eventually wear out over time, which could result in loss of steering ability, increasing the risk of a crash.

Q2: What is the Steering Intermediate Extension Shaft?

A2: The Steering Intermediate Extension Shaft is a mechanical link between the steering wheel and steering gear box.

Q3: Are there any warnings that this condition exists?

A3: No. There are no warnings that this condition exists.

Q4: What is Toyota going to do?

A4: This Safety Recall will be separated into two phases. Phase 1 will cover vehicles only involved in Safety Recall C0T on the Prius Steering Intermediate Extension Shaft. Phase 2 will cover vehicles involved in both C0T and C0U (Prius Hybrid Electric Water Pump). Toyota is currently preparing the remedy for C0U.

Any authorized Toyota dealer will perform the remedy, which will entail an inspection of the steering intermediate extension shaft. Based upon the inspection results, the extension shaft may be replaced. The inspection and, if necessary, replacement will be performed at **NO CHARGE** to the vehicle owner.

Q4a: What are the details of the different phase?

Phase	Designation	Applicable Campaigns	Interim Owner Letter	Remedy Owner Letter
1	C0T	C0T	N/A	Mid-December, 2012
2	C2T	C0T **and** C0U	Mid-December, 2012	January, 2013

Phase 1 – Vehicles covered by C0T only

- Toyota has completed remedy preparations for Phase 1 vehicles and will begin to notify owners in mid-December, 2012. Any authorized Toyota dealer will complete the remedy at **NO CHARGE** to the vehicle owner.

Phase 2 – Vehicles covered by both C0T and C0U

- These vehicles are designated C2T in TIS and are covered by both Safety Recall **C0T and C0U.**
- Toyota is currently making preparations for C0U. However, as required by NHTSA, in mid-December, 2012, Toyota will be mailing an interim owner letter to vehicle owners covered in Phase 2.
- The Interim Owner Notification Letter will advise owners of (1) this safety recall, (2) the fact they will receive a future notice once the remedy is available.

Q4b: Will all of the Steering Intermediate Extension Shafts require replacement?

A4b: No. Only the extension shafts from one supplier will require replacement. Therefore, approximately one half of the vehicles will require the extension shaft to be replaced.

Q4c: What if a customer received an interim owner letter and would like to have the remedy for Safety Recall C0T performed?

A4c: If you are contacted by a customer whose vehicle is exhibiting the condition or prefers not to wait for Phase 2, please assist the customer by setting up an appointment to have the remedy performed. **The dealer must inform the customer they will need to return at a later date once the remedy for Safety Recall C0U Hybrid Electric Water Pump is available.**

Q5: Which and how many vehicles are covered by this Safety Recall?

A5: There are approximately 670,000 Prius (2004 through certain 2009 Model Year) vehicles covered by this Safety Recall.

Phase	Campaign Designation and Current Status	Remedy Start Date	Model	Model Year	Production Period	Appx. UIO
1	C0T- **Remedy Phase**	12/11/2012	Prius	2004-2009	Early August, 2003 through Late March, 2009	320,000
2	C2T* -**Interim Phase**	January, 2013				350,000

Q5a: Are there any other Toyota or Lexus models covered by this Safety Recall?

A5a: No, this condition only affects some 2004 through certain 2009 model year Prius vehicles.

Q5b: Why are other vehicles not covered by this Safety Recall?

A5b: Other vehicles have an extension shaft of sufficient hardness.

Q6: How long will the repair take?

A6: The repair will take approximately 1 hour. However, it may be necessary to make the vehicle available for a longer period of time depending upon the dealer's work schedule.

Q7: What is the difference between this Safety Recall and Safety Recall 60C which was previously announced?

A7: The previous Safety Recall 60C addressed concerns with weld quality of the intermediate shaft as well as an inspection to verify correct installation of the extension shaft during the manufacturing process.

The new Safety Recall C0T is due to insufficient hardness of the extension shaft supplied by a specific supplier.

Q7a: If the vehicle had Safety Recall (60C) previously performed, will the customer need to have Safety Recall C0T performed as well?

A7a: Yes. The dealer will still need to perform the inspection to determine if the extension shaft requires replacement under Safety Recall C0T. We apologize for any inconvenience, but once the remedy is available, the owner should contact his/her authorized Toyota dealer to have the extension shaft inspected and if necessary replaced at **NO CHARGE**.

Q8: What if an owner has previously paid for repairs for this condition?

A8: Owner reimbursement instructions will be provided in the remedy owner letter.

Q9: What if an owner has additional questions or concerns?

A9: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Standard Time.

2004 to certain 2009 Model Year Prius Vehicles
Steering Intermediate Extension Shaft
SAFETY RECALL NOTICE *(Remedy Available)*

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

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in some 2004 to certain 2009 Model Year Prius vehicles.

What is the condition?

The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box could deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. The splines could eventually wear out over time, which could result in loss of steering ability, increasing the risk of a crash.

What will Toyota do?

The remedy for your vehicle is available. Any authorized Toyota dealer will perform an inspection of the steering intermediate extension shaft. Based upon the inspection results, the extension shaft may be replaced. The inspection and, if necessary, replacement of the steering intermediate extension shaft will be performed at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

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

The inspection and, if necessary, replacement of the steering intermediate extension shaft will take approximately 1 hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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

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

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to http://www.safercar.gov.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

2004 to certain 2009 Model Year Prius Vehicles
Phase 2 - Steering Intermediate Extension Shaft
& Hybrid Electric Water Pump
SAFETY RECALL NOTICE (*Interim Notice*)

INTERIM NOTICE
We are currently preparing the remedy. We will notify you again when the remedy is ready.

[VIN]

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that two defects, which relates to motor vehicle safety, exist in some 2004 to certain 2009 Model Year Prius vehicles.

The purpose of this letter is to explain what the recalls are about and to keep you informed of Toyota's implementation plan. We are currently making preparations to implement the Safety Recall remedies. **We will send you another notification when the preparations are complete.**

What is the Steering Intermediate Extension Shaft condition?

The steering shaft system of the subject vehicles consists of a steering intermediate shaft assembly, steering sliding yoke sub assembly, and steering intermediate extension shaft assembly. Due to insufficient hardness of the extension shaft supplied by a specific supplier, the splines which connect the extension shaft to the steering gear box could deform if the steering wheel is frequently and forcefully turned to the full-lock position while driving at a slow speed. The splines could eventually wear out over time, which could result in a loss of steering ability, increasing the risk of a crash.

What is the Hybrid Electric Water Pump condition?

There is a possibility that the coil wire of the electric motor installed in the Water Pump for the Hybrid System may have been scratched during the coiling manufacturing process at the supplier. In this condition, the coil wire may corrode at the scratched portion and in some cases break. If this occurs, the water pump could stop, leading to the illumination of various warning lights in the instrument panel. In limited instances, a short circuit can occur between adjacent coil wires, resulting in an open fuse for the electric power supply circuit. If the fuse is open, the hybrid system will stop while the vehicle is being driven, increasing the risk of a crash.

What should you do?

We appreciate your patience while we prepare the remedy parts. In the meantime, if you experience either condition described above, please contact your local Toyota dealer for diagnosis and appropriate repair. If the problem is related to the issues addressed by these recalls, the repair will be performed at **no charge** to you.

At this time the remedy for the Steering Intermediate Extension Shaft is available; however to minimize your inconvenience Toyota recommends that you wait until the Hybrid Electric Water Pump remedy is available and have both remedies performed at the same time. In the event you choose to have the Steering Intermediate Extension Shaft remedy performed prior to receiving the remedy notice, you will still need to return to the dealership to have the Hybrid Electric Water Pump replaced when the remedy is available.

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

What if you have other questions?

- Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- Additional information is also available by contacting the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, D.C. 20590, or call the toll free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to http://www.safercar.gov.

What if you have previously paid for repairs to your vehicle for these specific conditions?

If you have previously paid for repairs to your vehicle for these specific conditions prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the remedy preparations are completed.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 2

60C Prius Technical Instruction

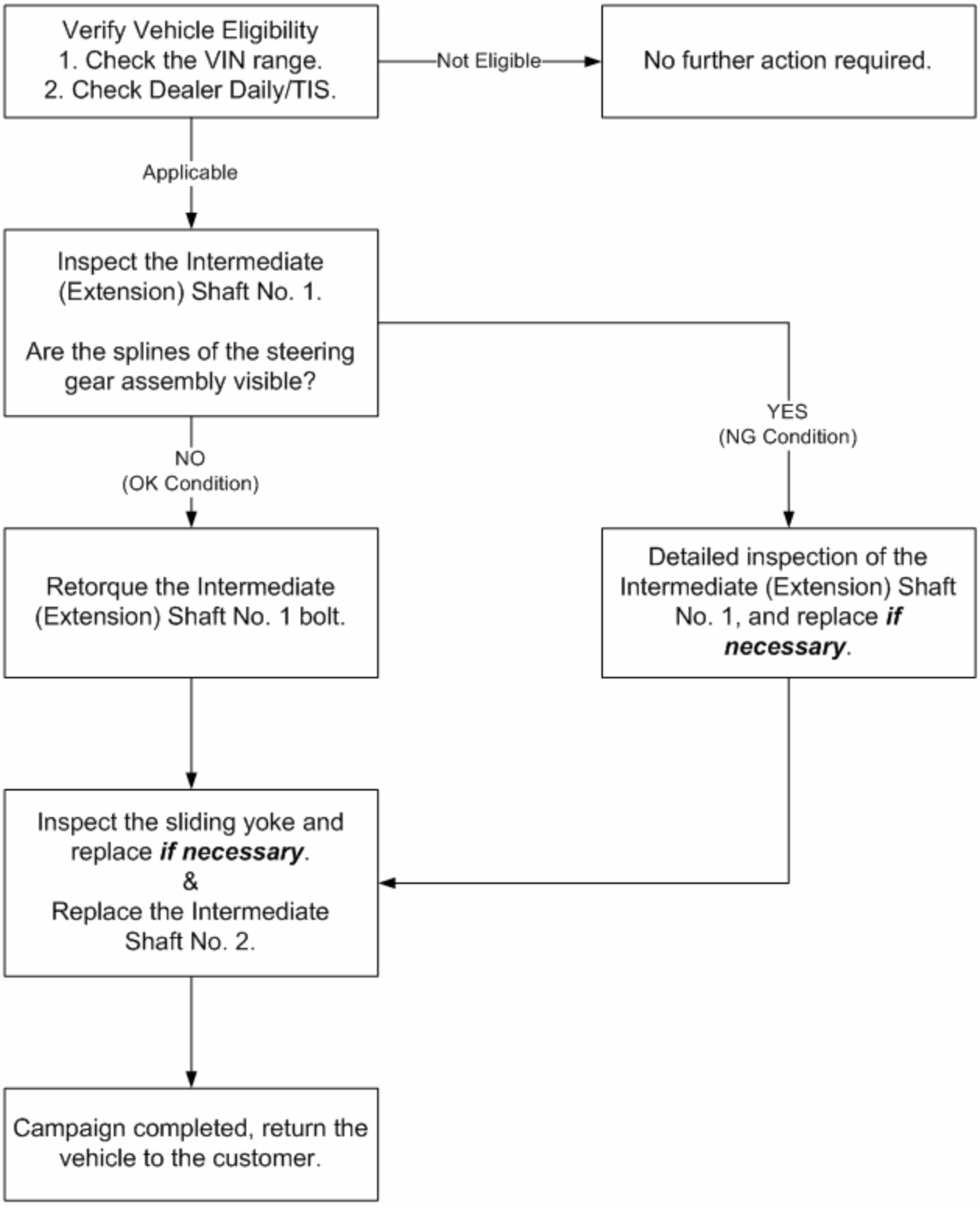
TECHNICAL INSTRUCTIONS

FOR

SPECIAL SERVICE CAMPAIGN 60C

2004 THROUGH EARLY 2006 MODEL YEAR PRIUS STEERING INTERMEDIATE SHAFT REPLACEMENT

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	Year	VIN Range	
		VDS	Range
Prius	2004	KB20U	0001086 – 0116870
		KB22U	0001142 – 0116845
	2005	KB20U	0116874 – 0133248
			3000000 – 3128076
			7003414 – 7057937
		KB22U	0116872 – 0133240
			3000008 – 3128067
			7004342 – 7057888
	2006	KB20U	3099688 – 3129959
			7057941 – 7059090
		KB22U	3128082 – 3129958
			7056471 – 7059063

NOTE:
Not all vehicles in the VIN range are affected. As always, consult Dealer Daily/TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is affected and has not already been completed prior to dealer shipment or by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

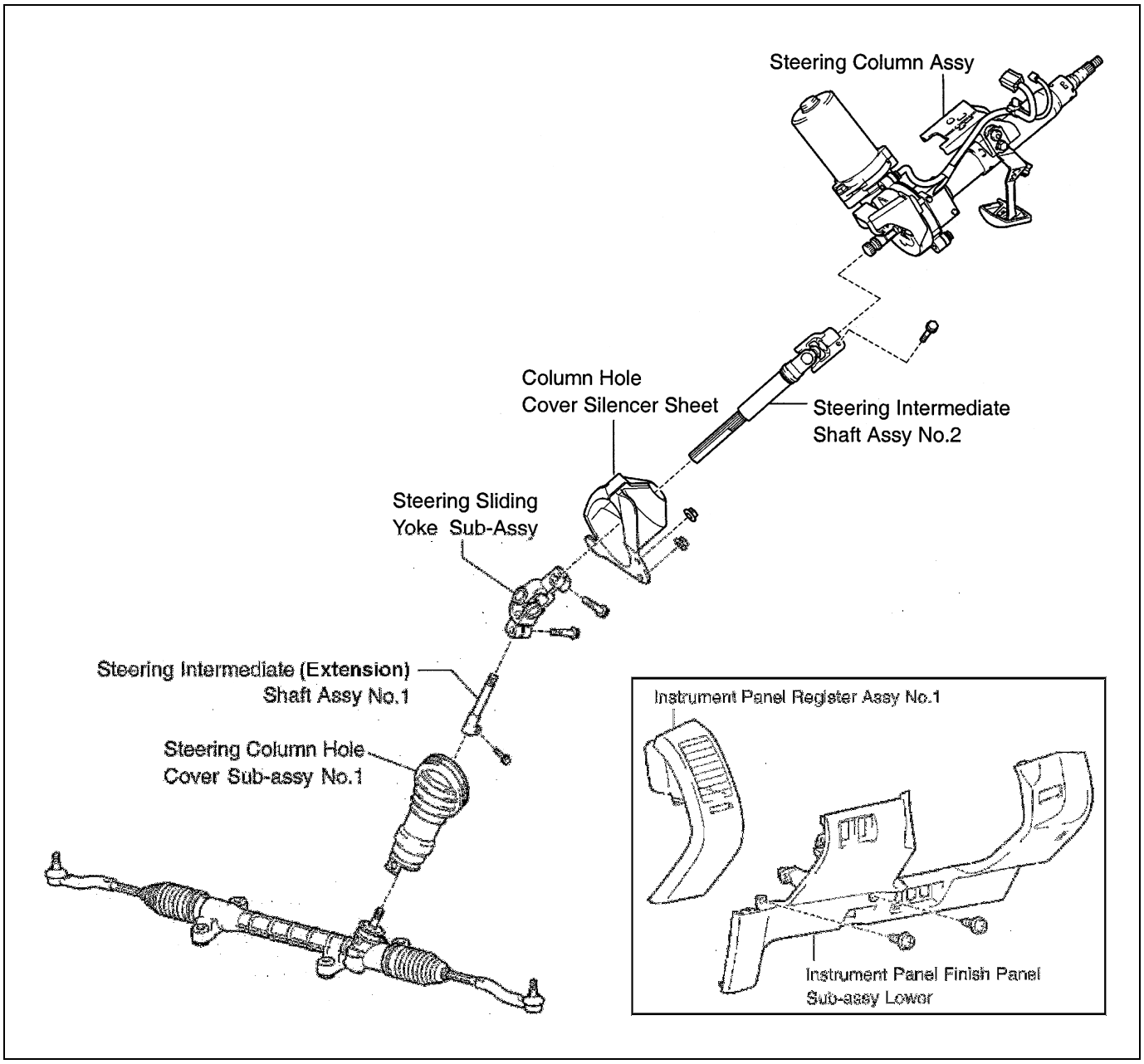
Part Number	Part Description	Quantity
04005-72247	Intermediate Shaft No. 2	1
04005-72147	Intermediate Shaft No. 2 with Sliding Yoke	1*
45221-12281	Intermediate (Extension) Shaft No. 1	1**
90119-08560	Bolt	1**

NOTE:
*** Only 50% of all vehicles will require Sliding Yoke replacement. Make sure to perform the inspection procedure prior to replacement.**
**** Only a small number of vehicles (less than 10) will require Intermediate (Extension) Shaft No. 1 and Bolt replacement. Make sure to perform the inspection procedure prior to replacement.**

B. TOOLS

- Standard hand tools
- Nylon pry tools
- Torque wrench
- Tape measure

IV. COMPONENTS

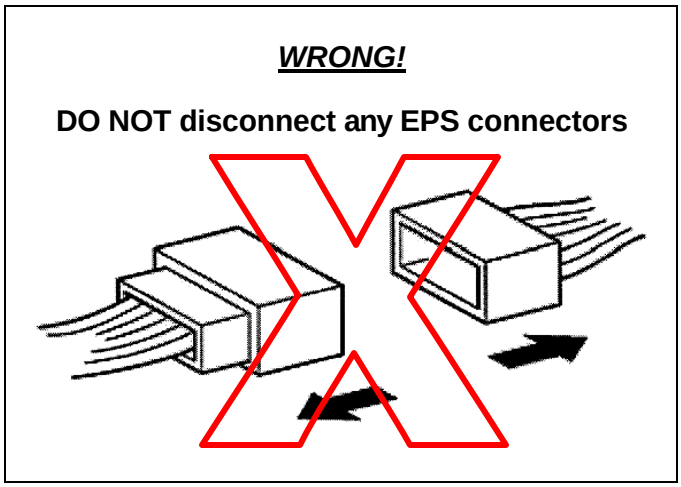


V. BACKGROUND

In certain 2004 through early 2006 model year Prius vehicles, due to insufficient strength, a portion of the Steering Shaft Assembly may become loose or may develop a crack under certain operating conditions, such as when the wheel is turned forcefully to the locked position at low speed or the tire contacts roadside curbs while driving. The Steering Shaft Assembly consists of the Intermediate Shaft and Sliding Yoke which connects the steering wheel to the steering gear box. The campaign will entail the replacement of the Steering Intermediate Shaft Assembly No. 2 in all involved vehicles. The Steering Sliding Yoke and Steering Intermediate Extension Shaft No. 1 will be inspected and replaced only as necessary.

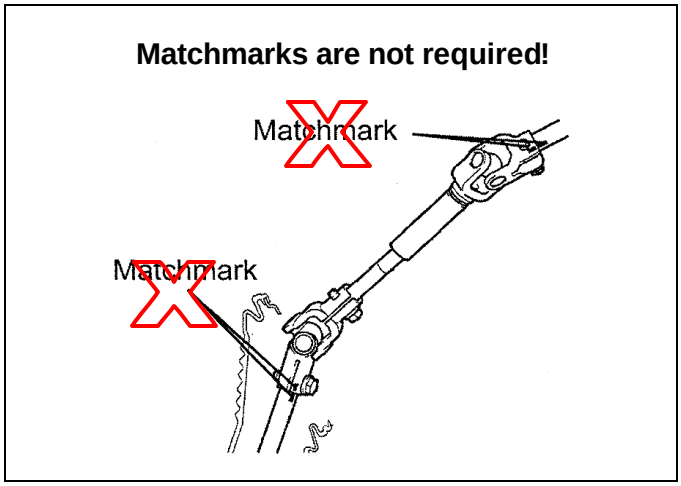
VI. WORK PROCEDURE

A. SERVICE PRECAUTIONS



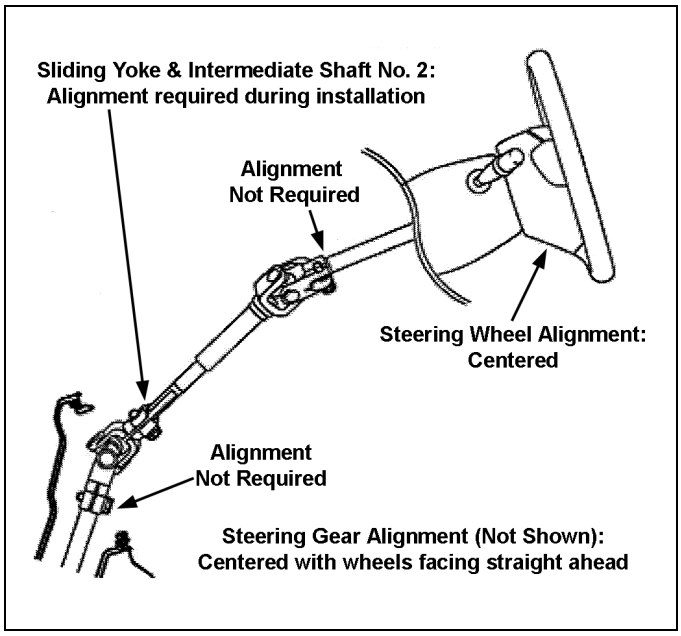
1. DO NOT DISCONNECT ANY ELECTRONIC POWER STEERING (EPS) CONNECTORS (EXCEPT FOR THE STEERING SENSOR CONNECTOR ON VEHICLES WITH VSC)

a) Disconnecting an EPS system connector may cause a difference in steering effort between the left and the right. If steering effort is affected, a zero point calibration may be required.



2. MATCHMARK USAGE IS NOT NECESSARY

a) It is not necessary to place matchmarks as the part(s) will be replaced.



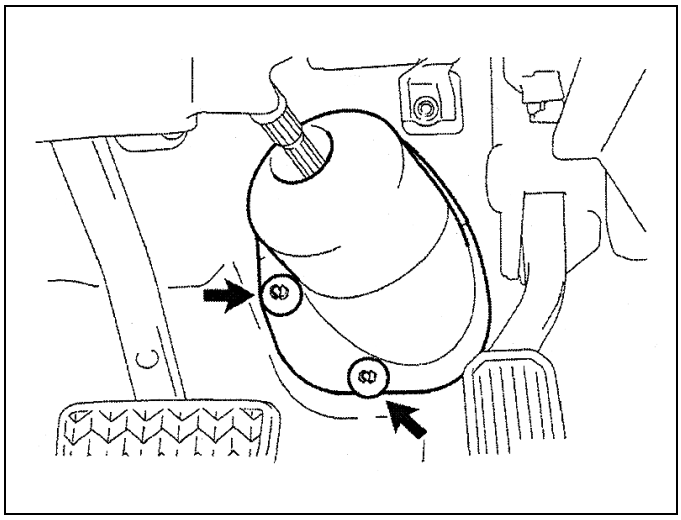
3. PARTS ALIGNMENT DURING INSTALLATION

a) During installation make sure to follow the specified procedures to align the following parts:

- Steering wheel position
- Steering gear position
- Sliding yoke to intermediate shaft No. 2 installation

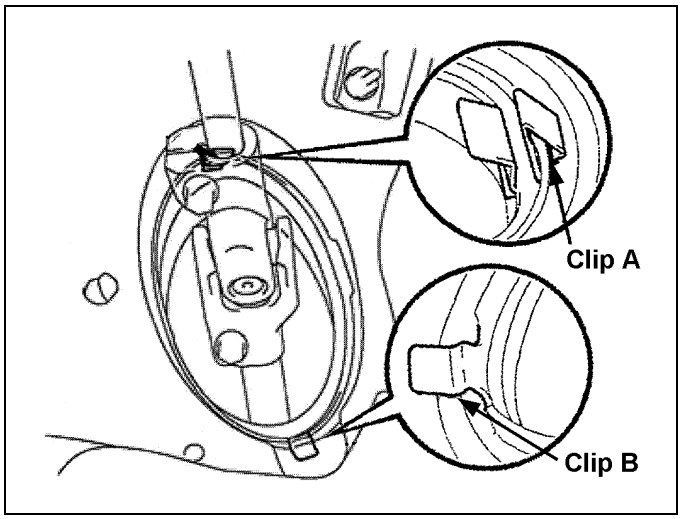
If these parts are not aligned correctly, the steering wheel may be off center or damage to the airbag spiral cable may occur.

B. INTERMEDIATE (EXTENSION) SHAFT NO. 1 INSPECTION



1. REMOVE THE COLUMN HOLE COVER SILENCER SHEET

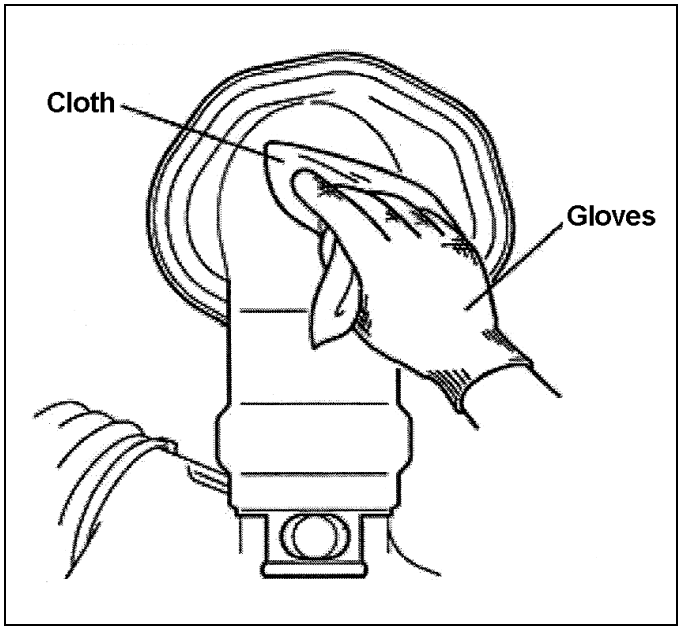
a) Fold back the floor carpet.
b) Remove the 2 clips.
c) Remove the column hole cover silencer sheet.



2. DISCONNECT THE STEERING COLUMN HOLE COVER NO. 1

a) Unseat clip A then clip B.

NOTE:
Be careful not to damage clip B.

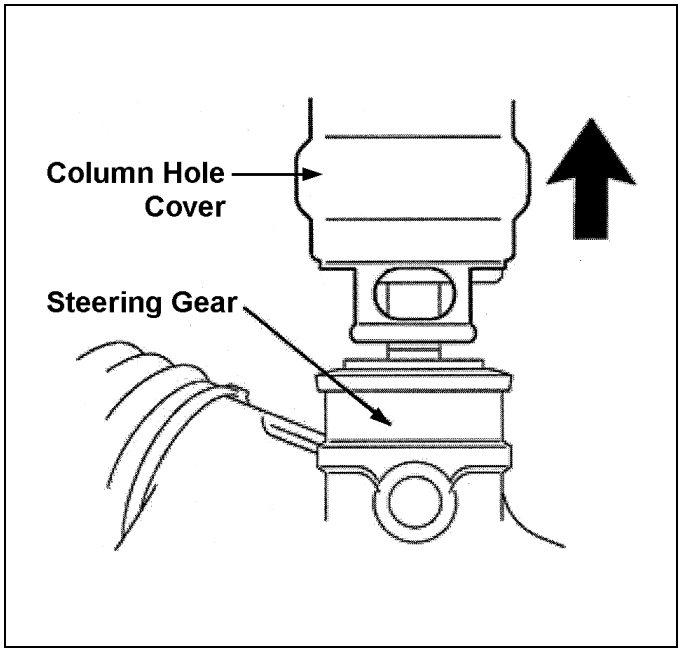


3. CLEAN THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

a) Using a piece of cloth, clean the column hole cover.

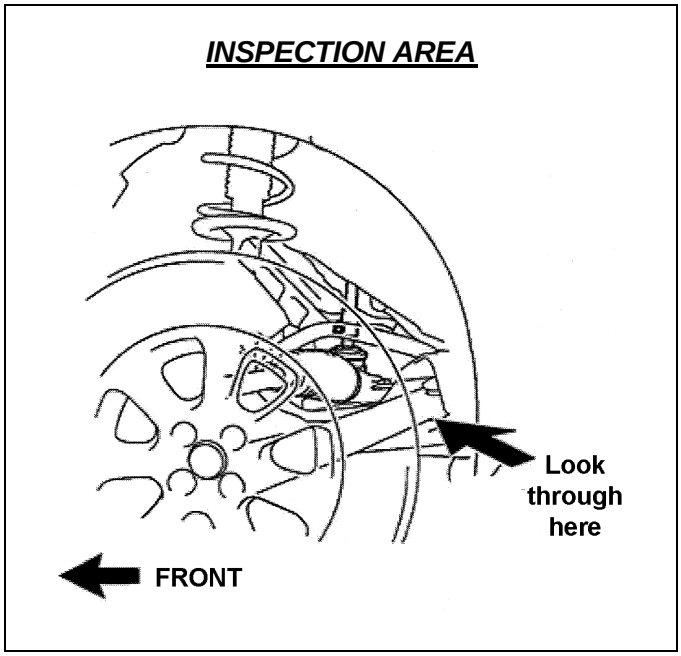
NOTE:

- **Cleaning the column hole cover prior to disconnecting it will prevent dirt and water from entering the steering gear oil seal.**
- **When working under the vehicle or around the steering gear, wear work gloves to prevent burns from exhaust components or injuries from burrs on surrounding parts.**



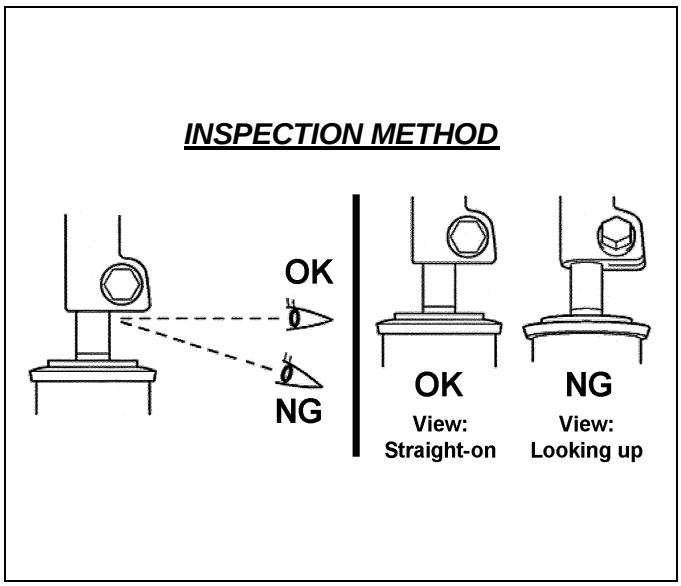
4. DISCONNECT THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

a) Disconnect the bottom section of the column hole cover by pushing it up and away from the steering gear assembly.

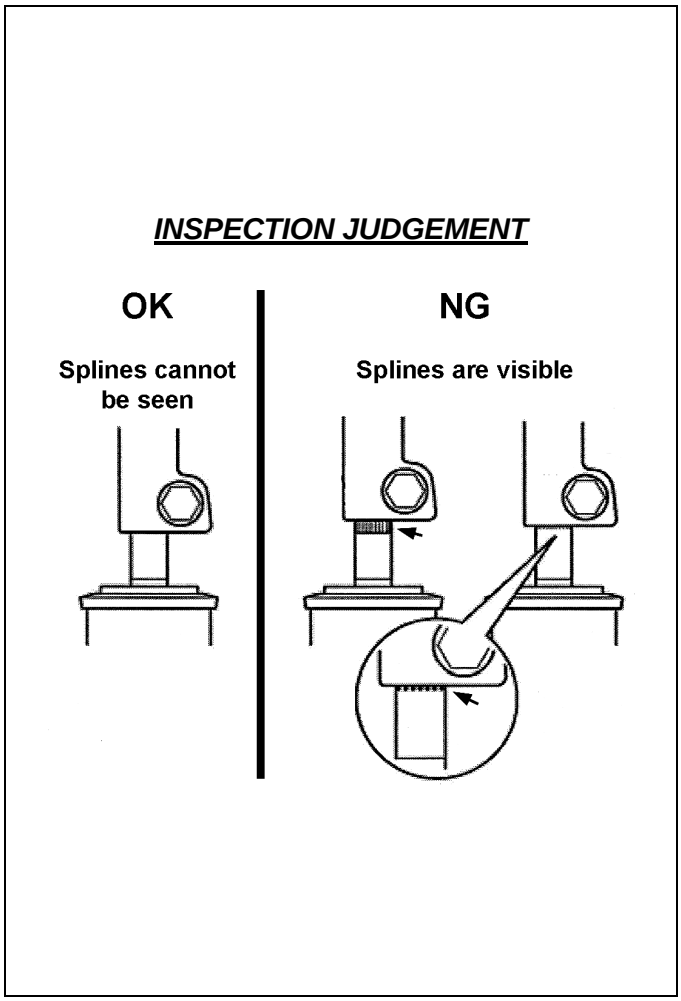


5. INSPECT THE INTERMEDIATE (EXTENSION) SHAFT NO. 1

a) Turn the steering wheel to the right.
b) While holding up the column hole cover, inspect the engagement point for the intermediate (extension) shaft No. 1 and steering gear by looking at it straight-on through the opening on the backside of the left front wheel well.



NOTE:
Be sure to look at the engagement point straight-on. If viewed from underneath the vehicle the ends of the splines can be seen, even when the intermediate (extension) shaft No. 1 is fully inserted onto the steering gear. This may lead to an incorrect judgment of the condition.



c) Are the splines of the steering gear visible?

A VIDEO SHOWING BOTH AN OK CONDITION (SPLINES NOT VISIBLE) AND AN NG CONDITION (SPLINES VISIBLE) IS AVAILABLE TO VIEW ON TIS.

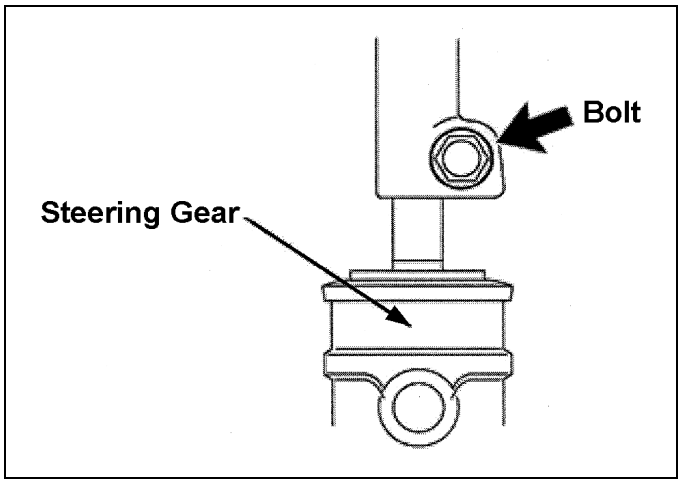
- **OK Condition (splines not visible): Proceed to step C.**

  "C. RETORQUE THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 BOLT, INSPECT THE SLIDING YOKE AND REPLACE THE INTERMEDIATE SHAFT NO. 2" on page 09.

- **NG Condition (spline visible): Proceed to step D.**

  "D. DETAILED INSPECTION OF THE INTERMEDIATE (EXTENSION) SHAFT NO. 1, INSPECT THE SLIDING YOKE AND REPLACE THE INTERMEDIATE SHAFT NO. 2" on page. 20.

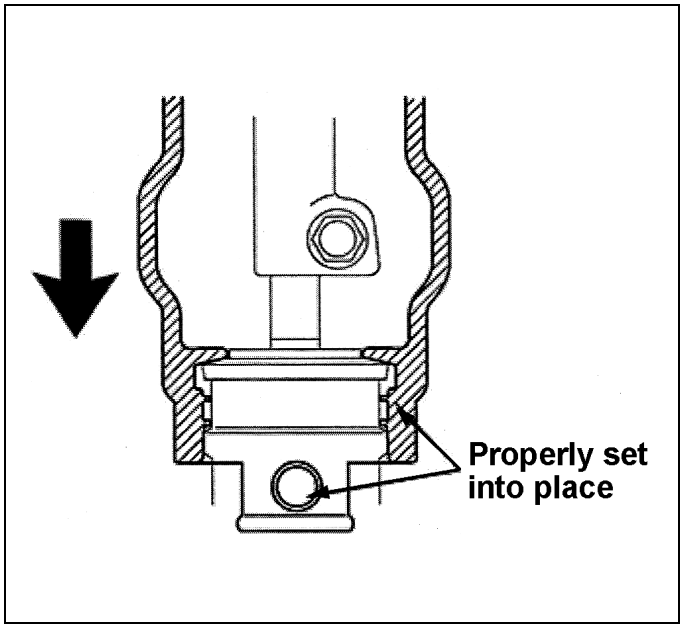
C. RETORQUE THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 BOLT, INSPECT THE SLIDING YOKE AND REPLACE THE INTERMEDIATE SHAFT NO. 2



1. TIGHTEN THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 BOLT

a) While holding up the column hole cover, tighten the bolt to specification.

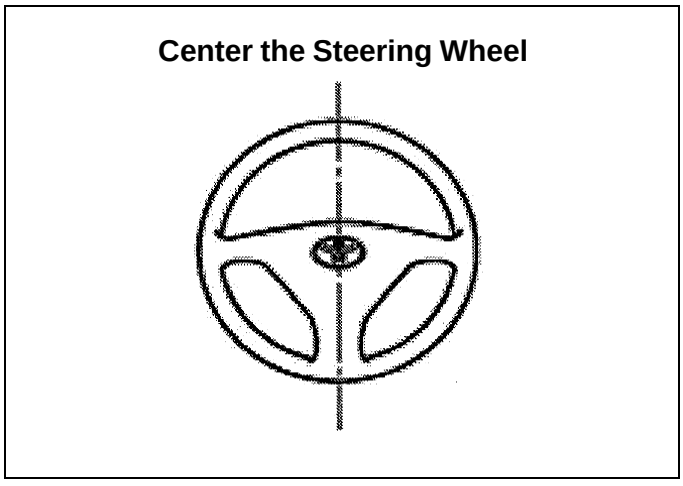
Torque Specification:
35 N·m (360 kgf·cm, 26 ft·lbf)



2. REINSTALL THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

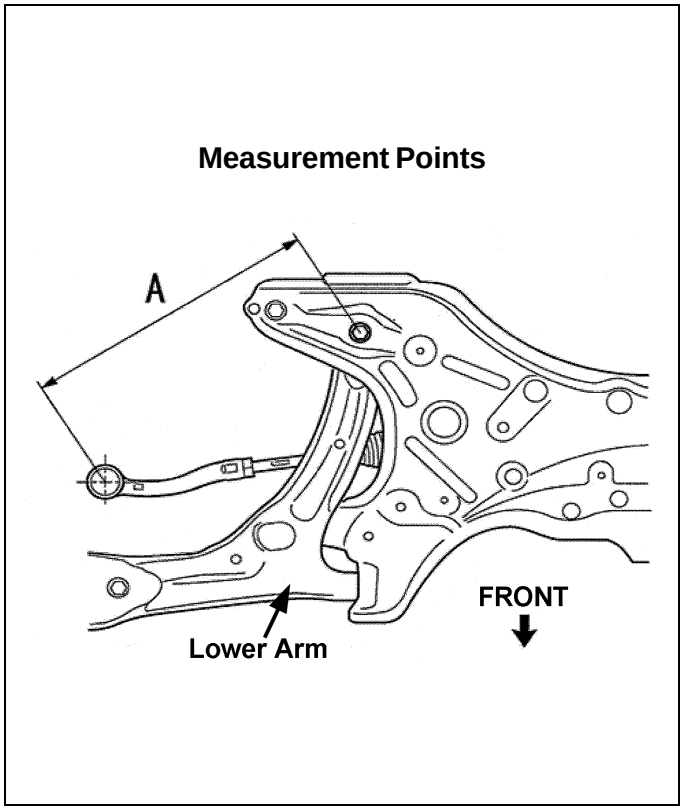
a) Align the hole on the steering column hole cover with the raised circle on the steering gear.
b) Pull the column hole cover down and over the steering gear assembly.
c) Confirm the following:

- **The column hole cover is properly set onto the entire circumference of the steering gear, see illustration.**
- **The hole in the column hole cover is properly set over the raised circle of the steering gear, see illustration.**



3. DETERMINE THE STEERING GEAR CENTER POINT POSITION

a) Place the front wheels in a straight-ahead position and center the steering wheel.



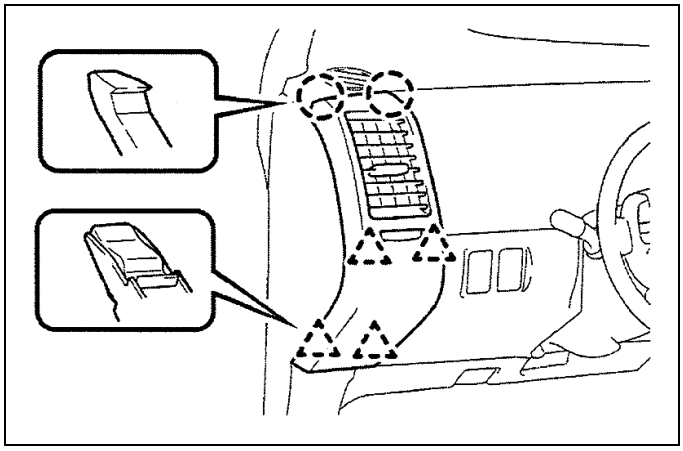
b) Measure and record the distance between the left or right steering gear tie rod end and the corresponding bolt for the rear section of the front lower arm as shown in the illustration.

Original Measurement Value:

- **A =_____ mm**

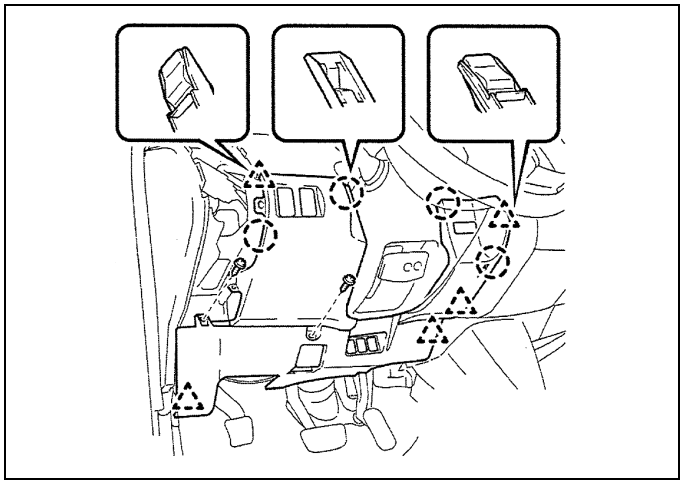
NOTE:

- **While working on the vehicle it is possible to accidentally move the steering gear off its center point position.**
- **If the repairs are completed with the steering gear off-center damage to the airbag spiral cable may occur.**
- **The measurement must be done prior to vehicle disassembly.**
- **The measurement can be performed on either the left or right steering gear tie rod.**



4. REMOVE THE NO. 1 INSTRUMENT PANEL REGISTER

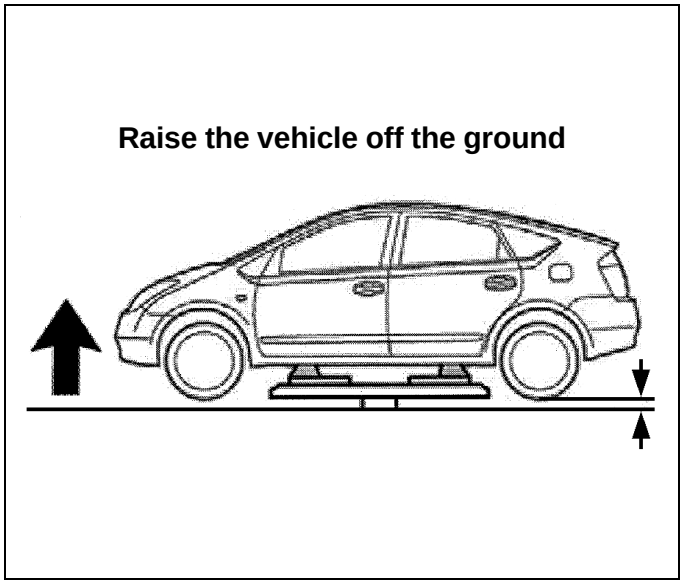
a) Using a nylon pry tool, detach the 2 claws and 4 clips, and remove the instrument panel register.



5. REMOVE THE LOWER INSTRUMENT FINISH PANEL

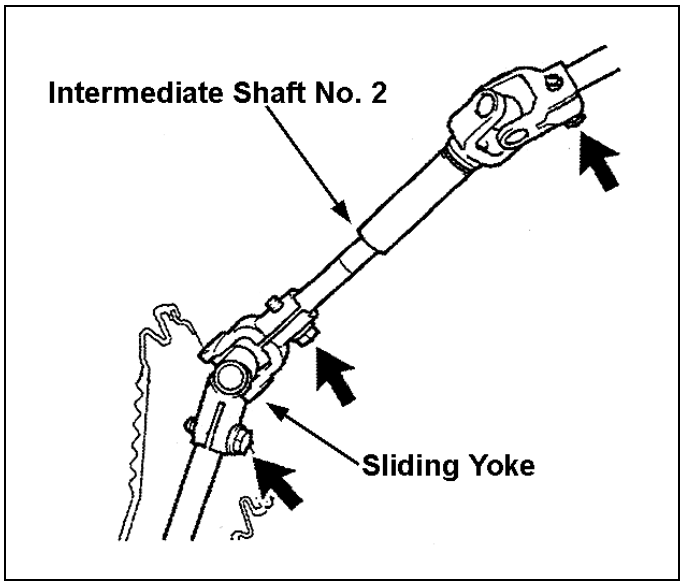
a) Remove the 2 screws.
b) Disconnect the hood lock control cable.
c) Using a nylon pry tool, detach the 4 claws and 5 clips.
d) Disconnect all connectors and remove the finish panel.

SECTION C



6. RAISE THE VEHICLE OFF THE GROUND

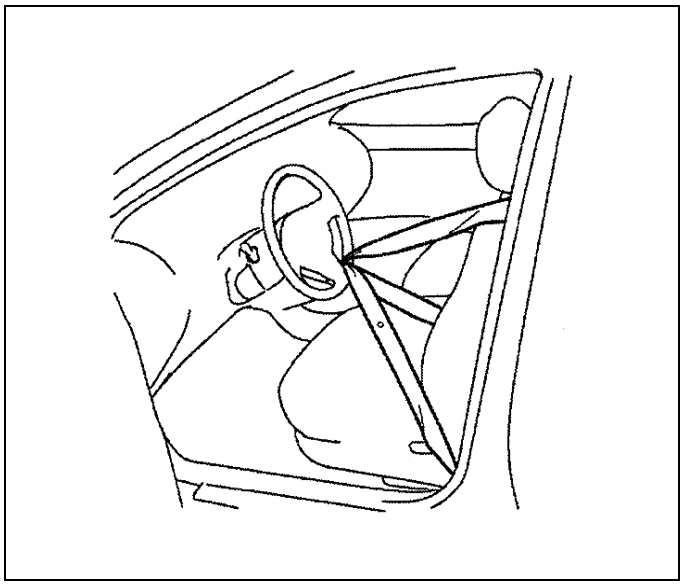
a) Confirm that the vehicle is raised so that the tires are off the ground. This is to prevent a load from being placed on the intermediate shaft when the steering wheel is being turned.



7. LOOSEN THE BOLTS FOR THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE

a) Loosen the 3 bolts shown in the illustration, but ***DO NOT*** remove them.

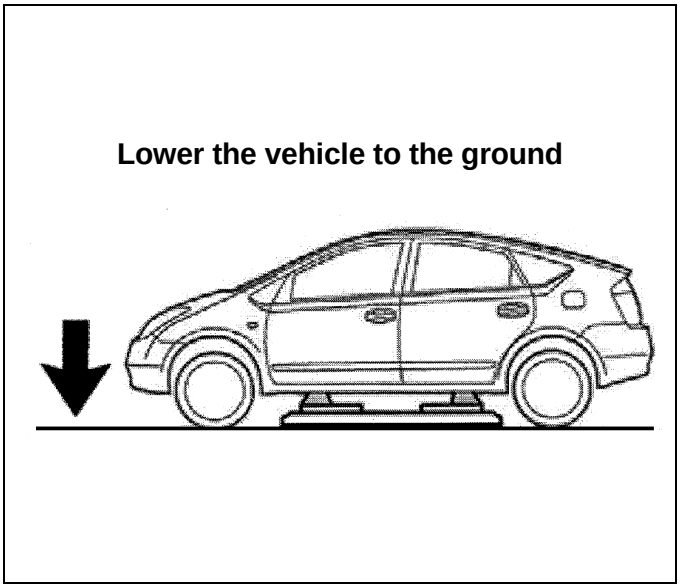
NOTE:
DO NOT remove the 3 bolts! Doing so may cause the splines to disengage, changing the center point position.



8. HOLD THE STEERING WHEEL IN POSITION

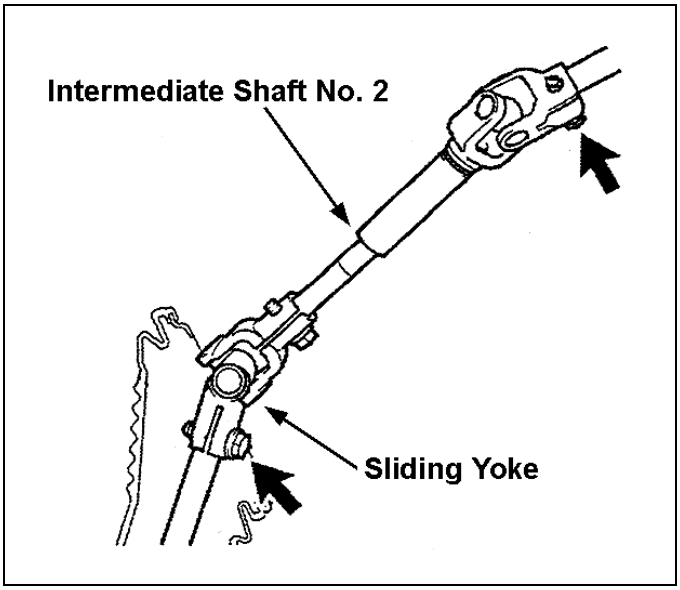
a) Make sure the front wheels are in a straight-ahead position and the steering wheel is centered.
b) Using the seat belt, hold the steering wheel in position as shown in the illustration, in order to prevent damage to the spiral cable.

SECTION C



9. LOWER THE VEHICLE TO THE GROUND

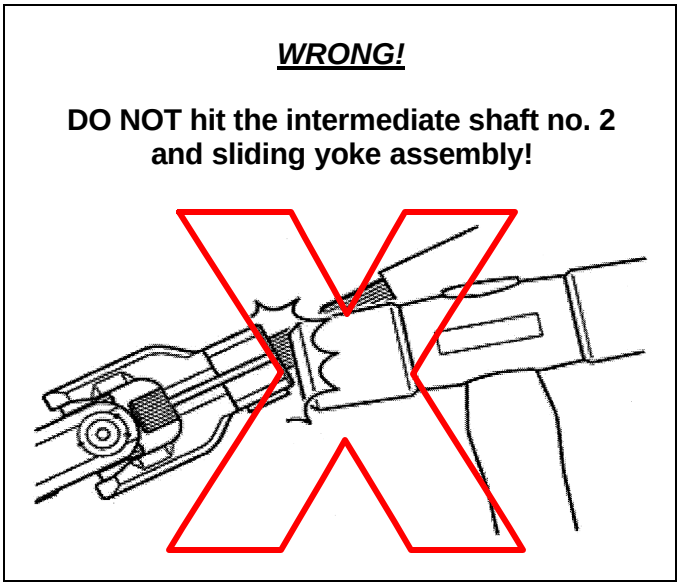
a) While holding the steering wheel in the centered position, lower the vehicle to the ground until the tires touch. This will hold the steering gear in its center point position.



10. REMOVE THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY

a) Remove the 2 bolts shown in the illustration.
b) Remove the intermediate shaft No. 2 and the sliding yoke as an assembly.

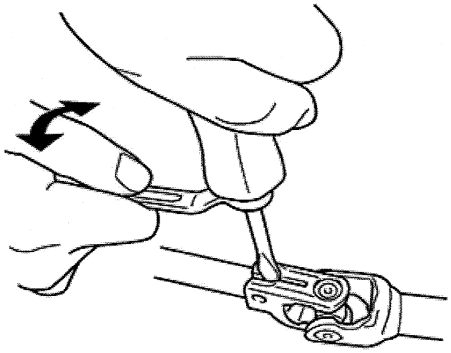
NOTE:
DO NOT turn the steering shaft when removing the intermediate shaft No. 2 and the sliding yoke assembly.



NOTE:
If you are having difficulty removing the intermediate shaft No. 2 and sliding yoke assembly from their splines, DO NOT hit them with a hammer or any other tool. Doing so may damage the shock absorbing mechanism or the joints of the steering system.

CORRECT!

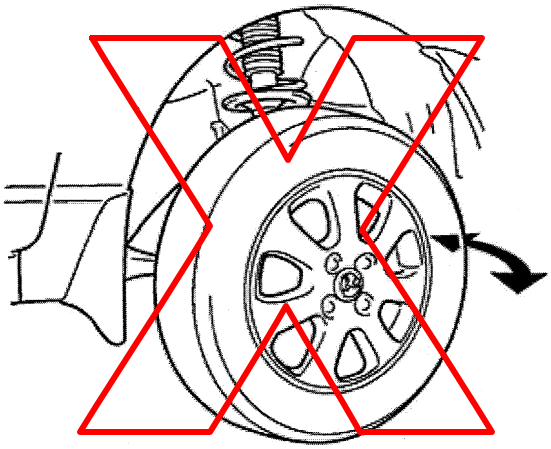
If necessary, use a screwdriver



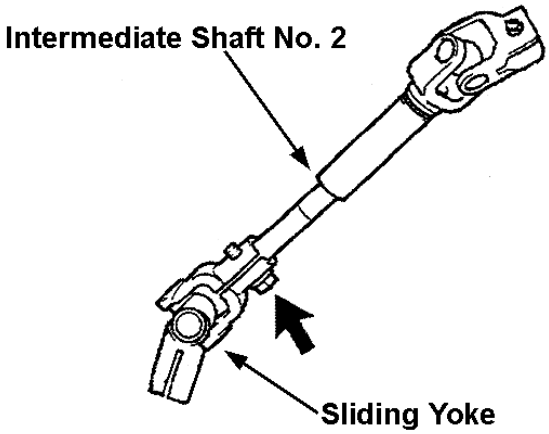
NOTE:
If you are having difficulty removing the intermediate shaft No. 2 and sliding yoke assembly from their splines, pry on the slot(s) with a screwdriver as shown in the illustration.

WRONG!

DO NOT move the tires!



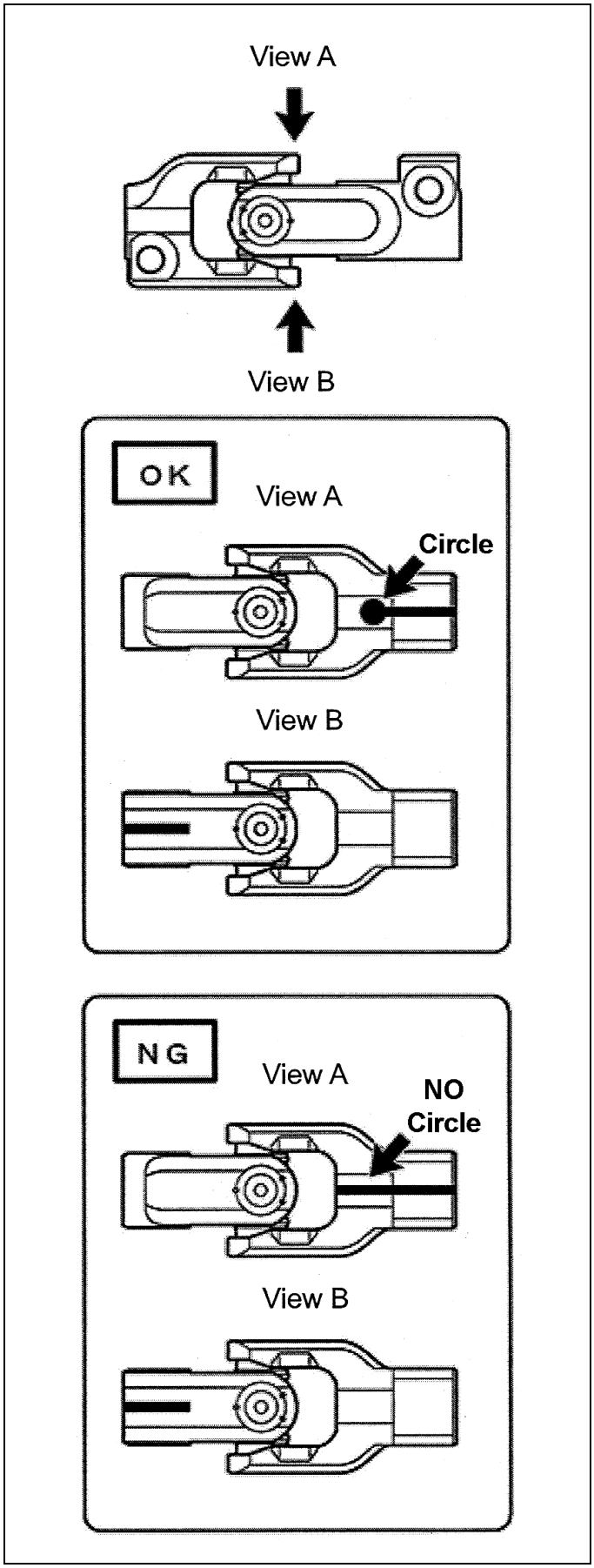
NOTE:
After removing the intermediate shaft No. 2 and sliding yoke assembly, DO NOT do anything that will cause the tires to move. Doing so will change the center point position of the steering gear.



11. SEPAR ATE THE INTERMEDIATE SHAFT NO. 2 AND THE SLIDING YOKE

a) Remove the bolt.
b) Separate the intermediate shaft No. 2 from the sliding yoke.

SECTION C



12. INSPECT THE SLIDING YOKE

a) Inspect the shape of the slot on the sliding yoke as shown in the illustration to determine if it is OK or NG.

Sliding Yoke is OK:

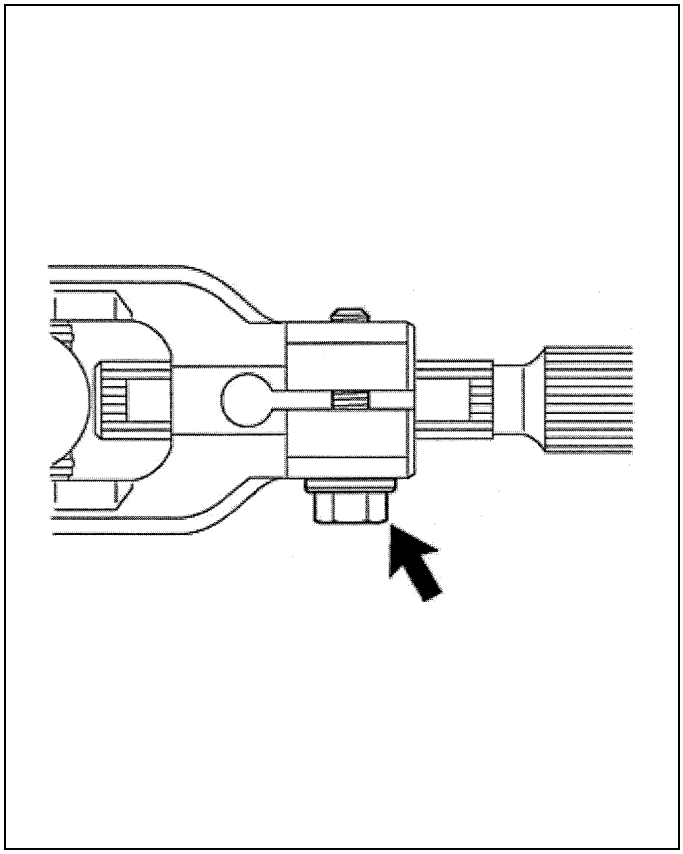
- Replacement is ***NOT*** necessary, reuse the sliding yoke.

A VIDEO SHOWING AN OK SLIDING YOKE IS AVAILABLE TO VIEW ON TIS.

Sliding Yoke is NG:

- Replace the sliding yoke with a ***NEW*** one.

A VIDEO SHOWING AN NG SLIDING YOKE IS AVAILABLE TO VIEW ON TIS.



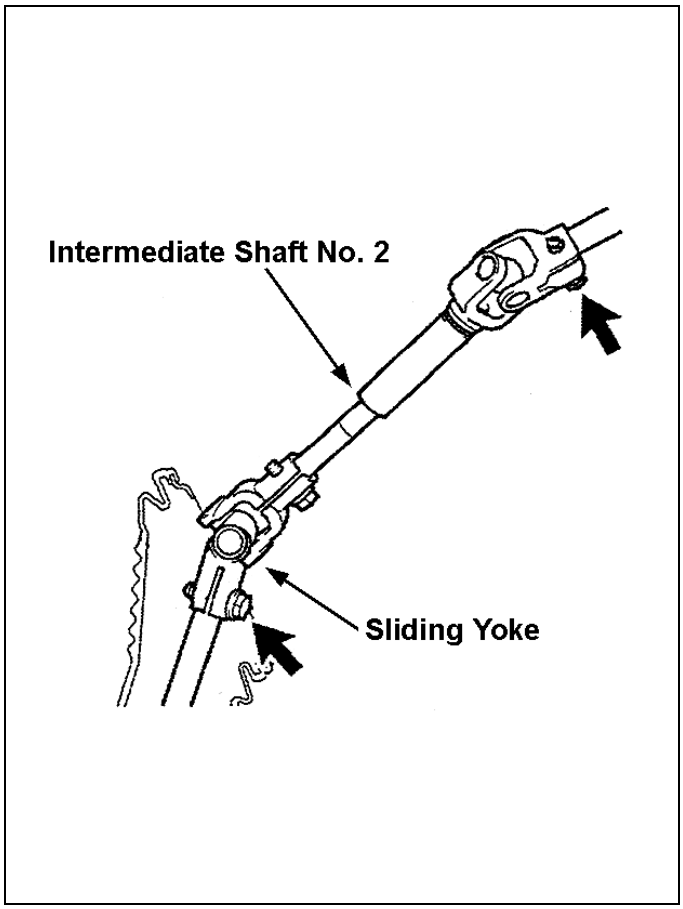
13. ASSEMBLE THE INTERMEDIATE SHAFT NO. 2 AND THE SLIDING YOKE ASSEMBLY

a) Insert a **NEW** intermediate shaft No. 2 into the (REUSED* or NEW*) sliding yoke.

*** Depends on the inspection results from step 12 on the previous page.**

b) Reinstall the bolt, but ***DO NOT*** tighten so that the sliding yoke can move freely on the splines of the intermediate shaft.

NOTE:
The sliding yoke can ONLY be installed one way onto the intermediate shaft No. 2 that allows the bolt to be reinstalled without damaging the splines.



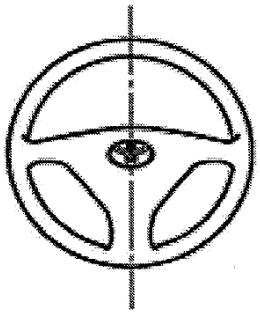
14. REINSTALL THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY

a) Make sure that the front tires are still on the ground and facing straight ahead.
b) While another technician is holding the steering wheel in the center point position, reinstall the intermediate shaft No. 2 and the sliding yoke assembly.
c) Reinstall the 2 bolts shown in the illustration, but ***DO NOT*** tighten.

NOTE:

- **DO NOT install the intermediate shaft No. 2 and sliding yoke assembly upside down.**
- **The splines can be inserted in any direction. It is NOT necessary to align the ends of the intermediate shaft No. 2 and sliding yoke assembly.**
- **During reinstallation, DO NOT hit the intermediate shaft No. 2 and sliding yoke assembly with a hammer or any other tool.**

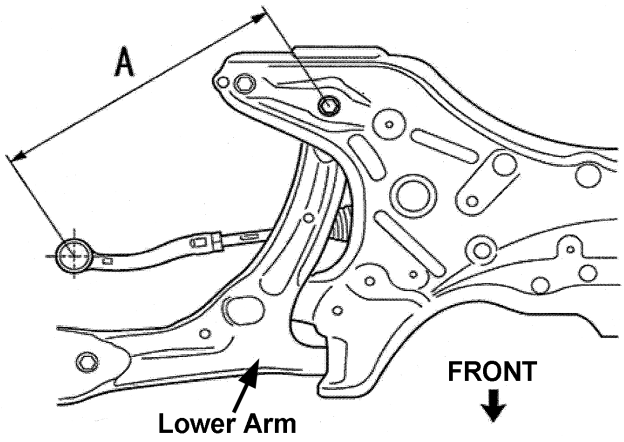
Hold the steering wheel in its centered position



15. CONFIRM THE STEERING GEAR CENTER POINT POSITION

a) While holding the steering wheel in the centered position, raise the vehicle up so that the tires are off the ground.

Measurement Points



b) Measure the distance between the same steering gear tie rod end and the corresponding bolt for the rear section of the front lower arm that was done in step 3b on page 10.

New Measurement Value:

- **A =_____ mm**

c) Is the new measurement the same as the original measured value taken in step 3b on page 10?

NO:

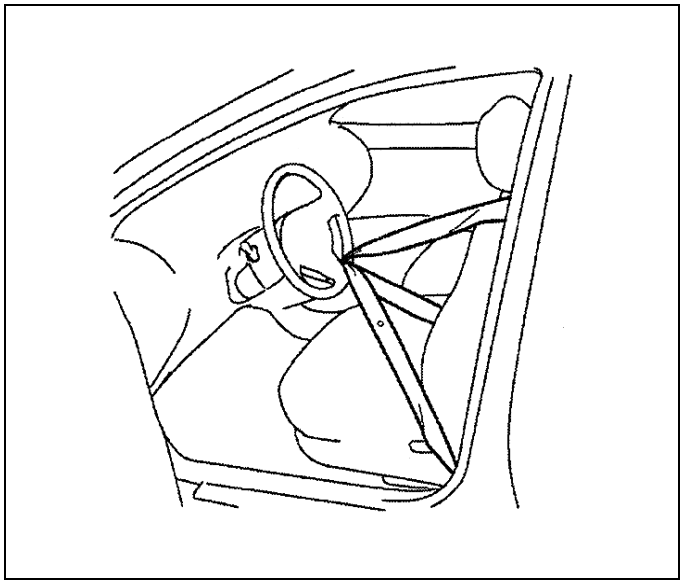
- **Readjust the steering gear center point position back to the original measurement value.**
- **Repeat the following steps:**

  Step “8 HOLD THE STEERING WHEEL IN POSITION” on page 11.
  Step “9. LOWER THE VEHICLE TO THE GROUND” on page. 12.
  Step “10. REMOVE THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY” on pages 12-13.
  Step “14. REINSTALL THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY” on page 15.
  Step “15. CONFIRM THE STEERING GEAR CENTER POINT POSITION”, on this page.

YES:

- **Proceed to the next step.**

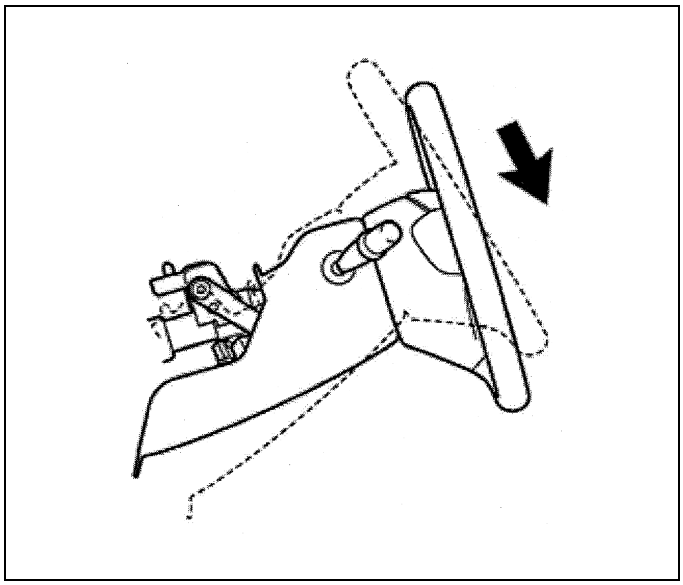
SECTION C



16. RELEASE THE STEERING WHEEL

a) Release the seat belt and remove it from the steering wheel.

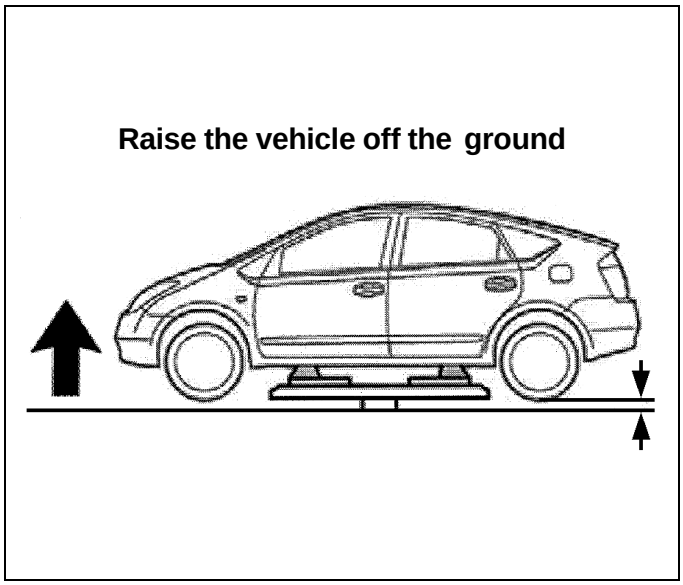
NOTE:
DO NOT damage the steering wheel during this process.



17. TILT THE STEERING COLUMN TO THE LOWEST POSITION

a) Tilt the steering column to its lowest point.

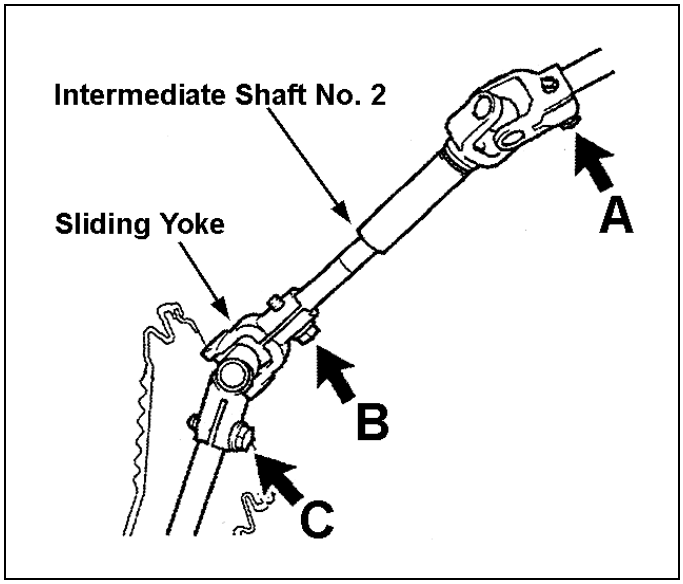
NOTE:
The length of the steering column shaft varies slightly depending on the tilt angle. Make sure to place the steering column at its lowest position (as seen in the illustration) before tightening the bolts.



18. RAISE THE VEHICLE OFF THE GROUND

a) Confirm that the vehicle is raised so that the tires are off the ground to prevent a load on the steering shaft when the steering wheel is turned.

SECTION C

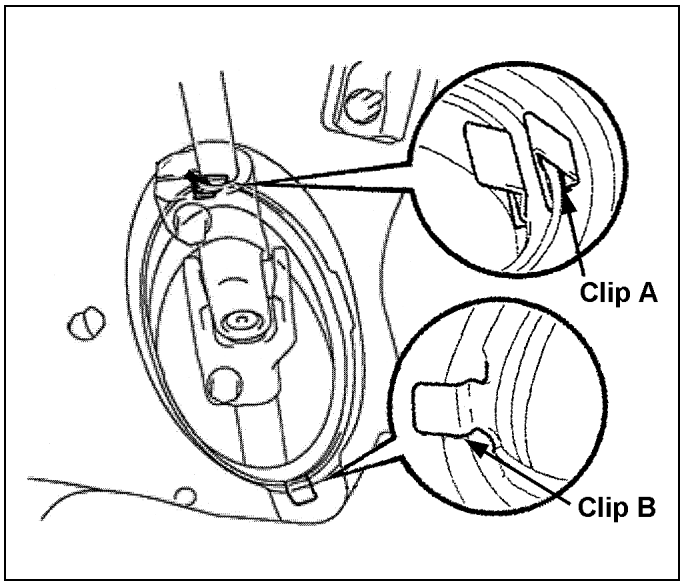


19. TIGHTEN THE BOLTS FOR THE INTERMEDIAT E SHAFT AND SLIDING YOKE

a) Tighten the 3 bolts to specification in the following order:

Tightening Sequence:
Bolt “A”, Bolt “C” then Bolt “B”

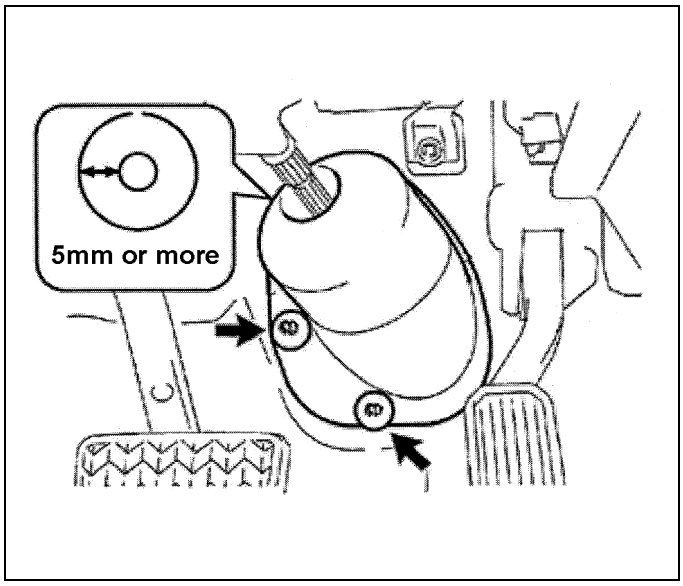
Torque Specification:
35 N·m (360 kgf·cm, 26 ft·lbf)



20. RECONNECT THE STEERING COLUMN HOLE COVER NO. 1

a) Seat clip B then clip A.

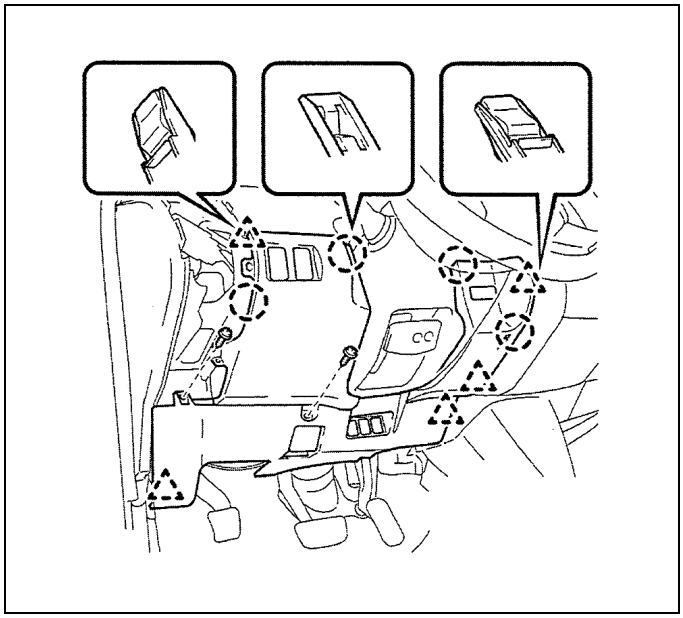
NOTE:
Be careful not to damage clip B.



21. REINSTALL THE COLUMN HOLE COVER SILENCER SHEET

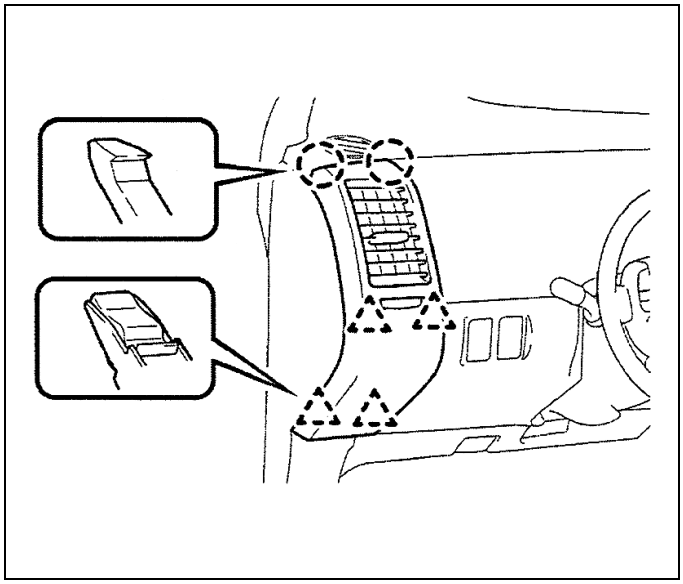
a) Reinstall the column hole cover silencer sheet.
b) Reinstall the 2 clips.
c) Confirm that the clearance between the intermediate shaft No. 2 and the column hole cover is 5 mm or more.
d) Fold the floor carpet back into position.

SECTION C



22. REINSTALL THE LOWER INSTRUMENT FINISH PANEL

a) Reinstall the lower instrument finish panel and reconnect all connectors.
b) Reattach the 4 claws and 5 clips.
c) Reconnect the hood lock control cable.
d) Reinstall the 2 screws.



23. REINSTALL THE NO. 1 INSTRUMENT PANEL REGISTER

a) Reinstall the instrument panel register, and reattach the 2 claws and 4 clips.

24. INSPECT THE STEERING COLUMN TILT FUNCTION FOR PROPER OPERATION

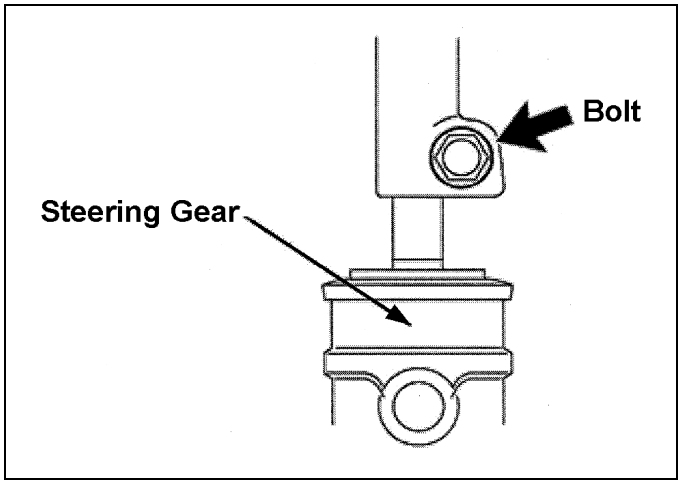
25. TURN THE STEERING WHEEL FROM LEFT-TO-RIGHT TO INSPECT FOR PROPER OPERATION AND FEEL

26. INSPECT THAT THE STEERING WHEEL IS CENTERED

27. REPAIRS ARE COMPLETED

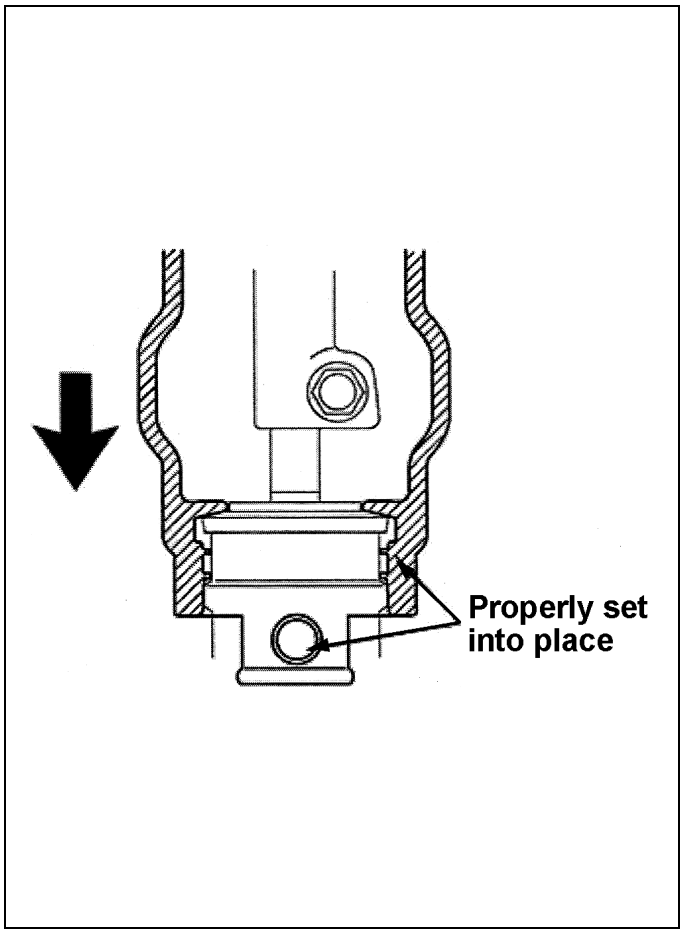
D. DETAILED INSPECTION OF THE INTERMEDIATE (EXTENSION) SHAFT NO. 1, INSPECT THE SLIDING YOKE AND REPLACE THE INTERMEDIATE SHAFT NO. 2

NOTE: USE THIS PROCEDURE ONLY IF THE SPLINES WERE VISIBLE IN SECTION "B. INTERMEDIATE (EXTENSION) SHAFT NO.1 INSPECTION," OTHERWISE FOLLOW STEPS IN SECTION C.



1. REMOVE THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 BOLT

a) While holding up the column hole cover, remove the bolt.



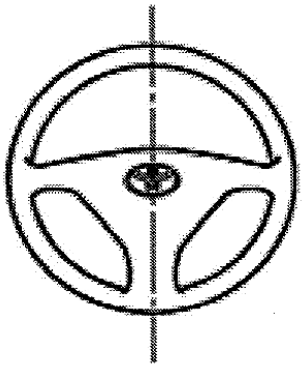
2. REINSTALL THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

a) Align the hole on the steering column hole cover with the raised circle on the steering gear.
b) Pull the column hole cover down and over the steering gear assembly.
c) Confirm the following:

- **The column hole cover is properly set onto the entire circumference of the steering gear, see illustration.**
- **The hole in the column hole cover is properly set over the raised circle of the steering gear, see illustration.**

NOTE:
The intermediate (extension) shaft No.1 will be removed from inside the cabin. If the steering hole cover is not positioned correctly, it will be difficult to reinsert the intermediate (extension) shaft No.1 to the steering gear.

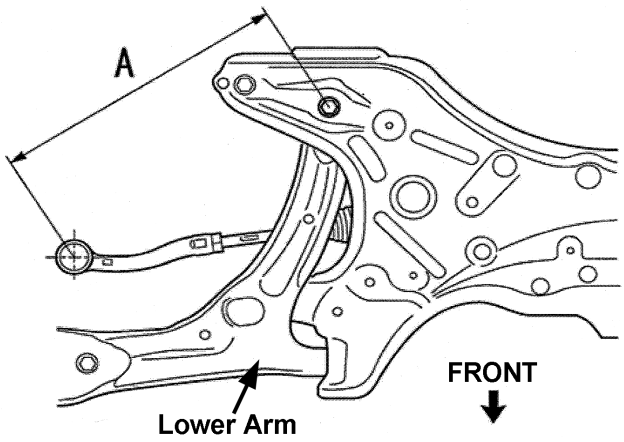
Center the Steering Wheel



3. DETERMINE THE STEERING GEAR CENTER POINT POSITION

a) Place the front wheels in a straight-ahead position and center the steering wheel.

Measurement Points



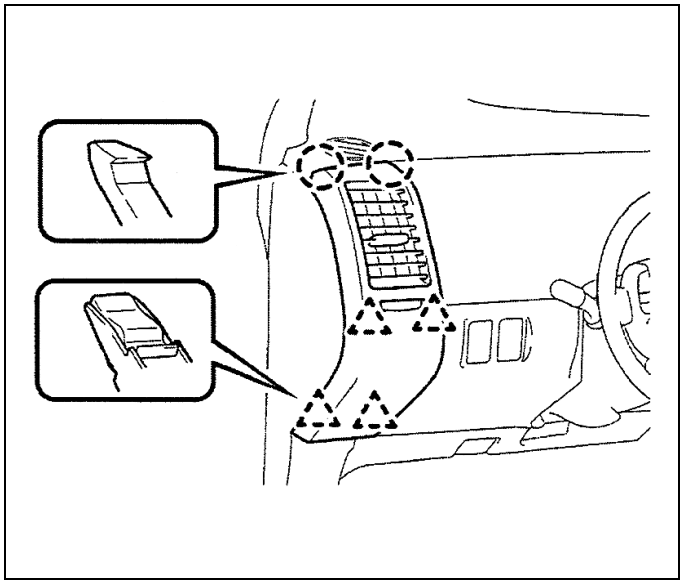
b) Measure and record the distance between one of the steering gear tie rod ends and the corresponding bolt for the rear section of the front lower arm, as shown in the illustration.

Original Measurement Value:

- **A =_____ mm**

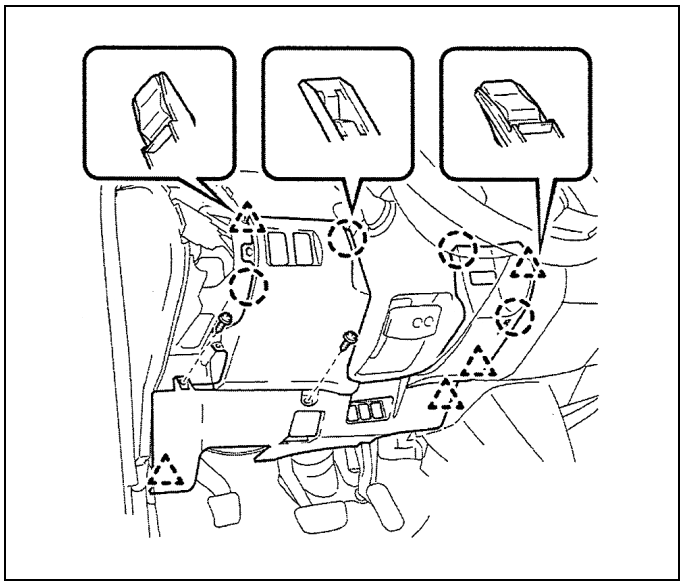
NOTE:

- **While working on the vehicle it is possible to accidentally move the steering gear off its center point position.**
- **If the repairs are completed with the steering gear off-center damage to the airbag spiral cable may occur.**
- **The measurement must be done prior to vehicle disassembly.**
- **The measurement can be performed on either the left or right steering gear tie rod.**



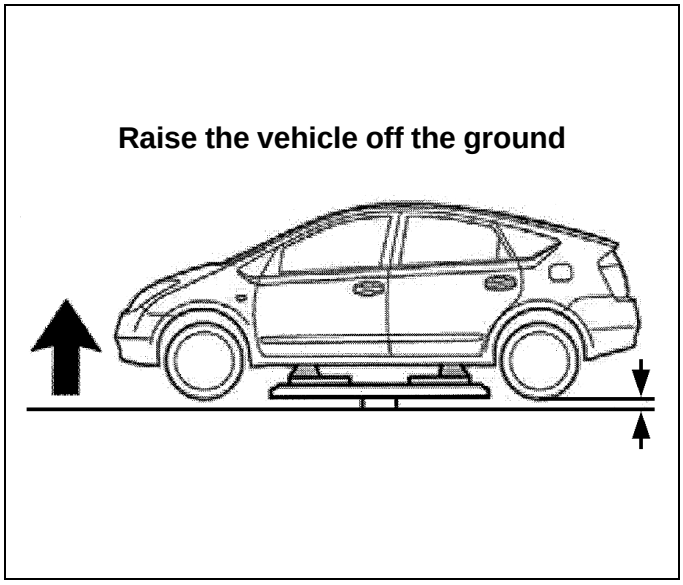
4. REMOVE THE NO. 1 INSTRUMENT PANEL REGISTER

a) Using a nylon pry tool, detach the 2 claws and 4 clips, and remove the instrument panel register.



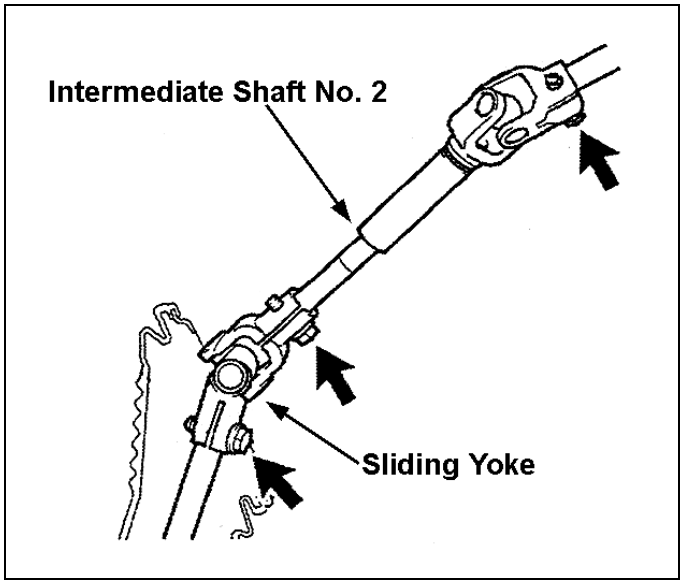
5. REMOVE THE LOWER INSTRUMENT FINISH PANEL

a) Remove the 2 screws.
b) Disconnect the hood lock control cable.
c) Using a nylon pry tool, detach the 4 claws and 5 clips.
d) Disconnect all connectors and remove the finish panel.



6. RAISE THE VEHICLE OFF THE GROUND

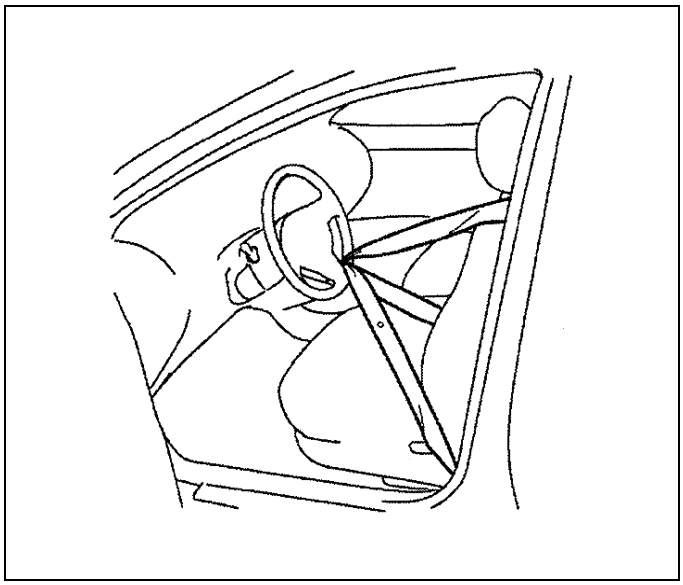
a) Confirm that the vehicle is raised so that the tires are off the ground. This is to prevent a load from being placed on the intermediate shaft when the steering wheel is being turned.



7. LOOSEN THE BOLTS FOR THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE

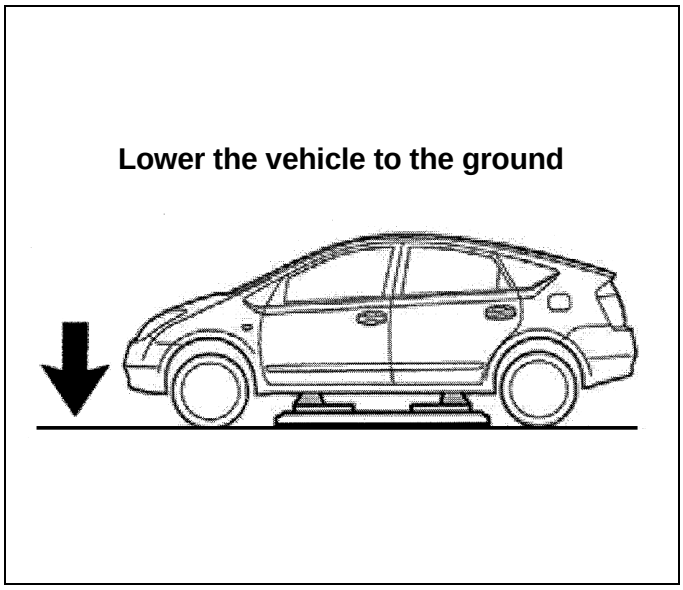
a) Loosen the 3 bolts shown in the illustration, but ***DO NOT*** remove them.

NOTE:
DO NOT remove the 3 bolts! Doing so may cause the splines to disengage, changing the center point position.



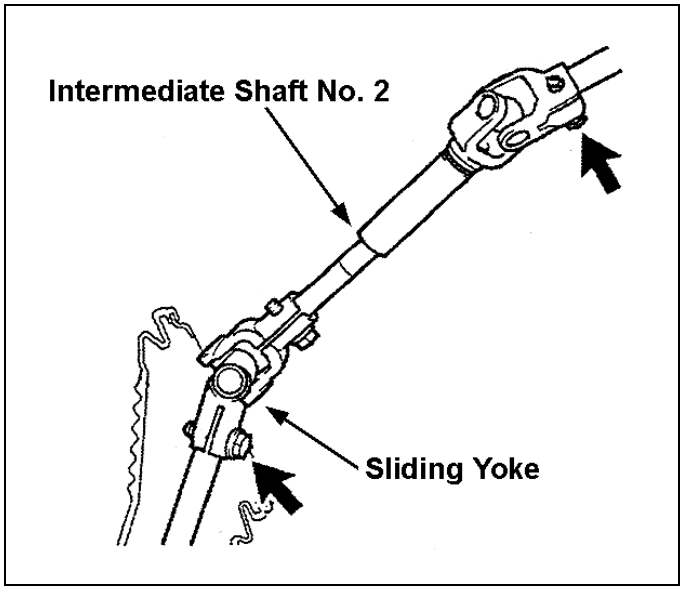
8. HOLD THE STEERING WHEEL IN POSITION

a) Make sure the front wheels are in a straight-ahead position and the steering wheel is centered.
b) Using the seat belt, hold the steering wheel in position as shown in the illustration, in order to prevent damage to the spiral cable.



9. LOWER THE VEHICLE TO THE GROUND

a) While holding the steering wheel in the centered position, lower the vehicle to the ground until the tires touch. This will hold the steering gear in its center point position.



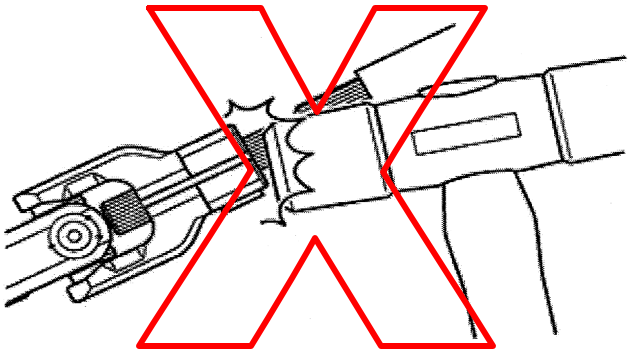
10. REMOVE THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY

a) Remove the 2 bolts shown in the illustration.
b) Remove the intermediate shaft No. 2 and the sliding yoke as an assembly.

NOTE:
DO NOT turn the steering shaft when removing the intermediate shaft No. 2 and the sliding yoke assembly.

WRONG!

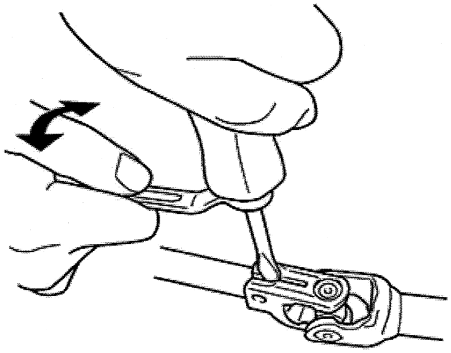
DO NOT hit the intermediate shaft no. 2 and sliding yoke assembly!



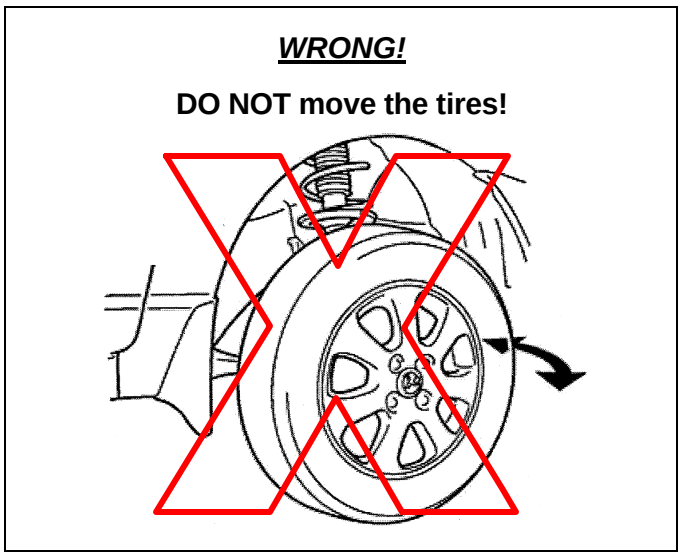
NOTE:
If you are having difficulty removing the intermediate shaft No. 2 and sliding yoke assembly from their splines, DO NOT hit them with a hammer or any other tool. Doing so may damage the shock absorbing mechanism or the joints of the steering system.

CORRECT!

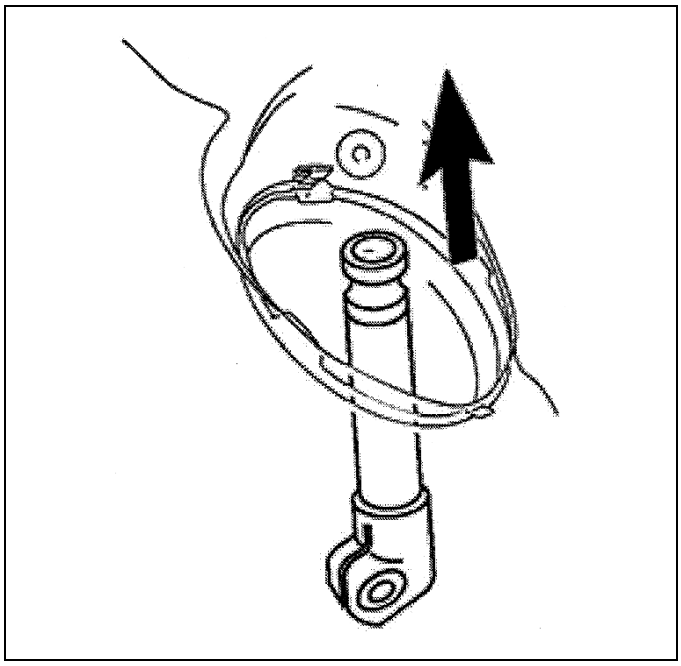
If necessary, use a screwdriver



NOTE:
If you are having difficulty removing the intermediate shaft No. 2 and sliding yoke assembly from their splines, pry on the slot(s) with a screwdriver as shown in the illustration.



NOTE:
After removing the intermediate shaft No. 2 and sliding yoke assembly, DO NOT do anything that will cause the tires to move. Doing so will change the center point position of the steering gear.

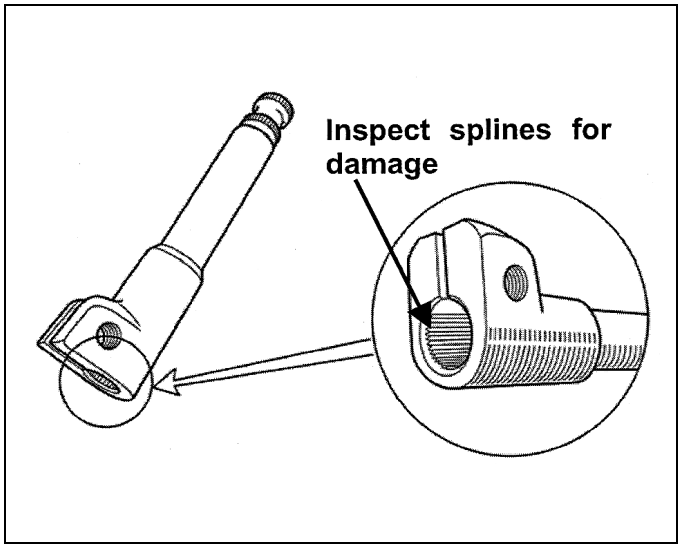


11. REMOVE THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 AND INSPECT FOR DAMAGE

a) Remove the intermediate (extension) shaft No. 1 from the passenger compartment side.

NOTE:

- **DO NOT turn the intermediate (extension) No. 1 shaft when removing it. Doing so will change the center point position of the steering gear.**
- **If you are having difficulty removing the intermediate (extension) shaft No. 1 from the steering gear, DO NOT hit it with a hammer or any other tool.**



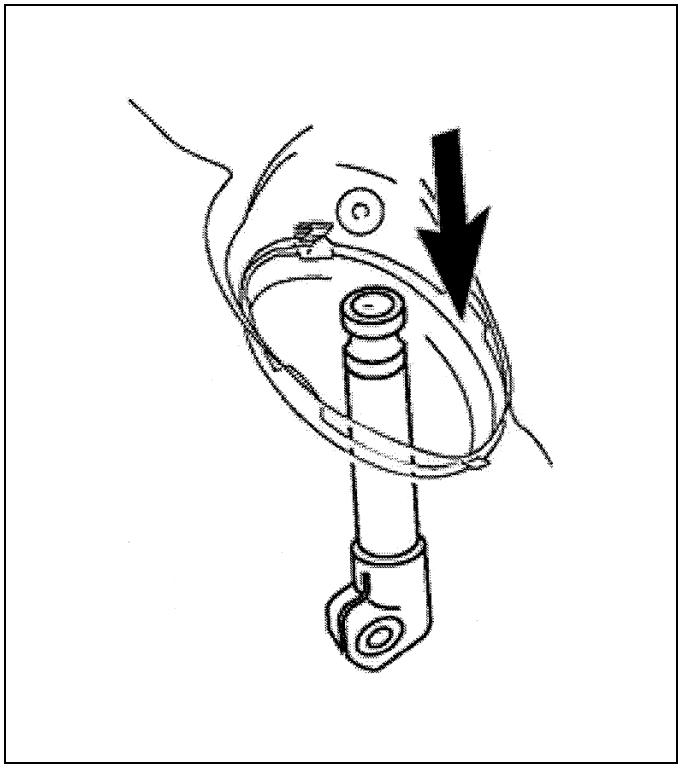
b) Inspect the internal splines of the intermediate (extension) shaft No. 1 for damage. Is damage present?

OK, NO damage:

- Intermediate (extension) shaft is ***OK.*** Replacement is ***NOT*** necessary, reuse the intermediate (extension) shaft and bolt.

NG, damaged:

- Intermediate (extension) shaft is ***NG.*** Replace the intermediate (extension) shaft No. 1 and the bolt with a ***NEW*** one.



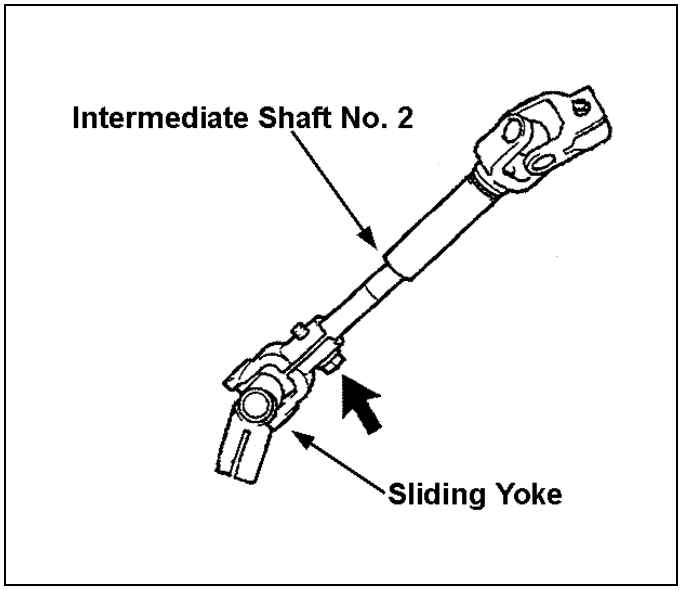
12. INSTALL THE INTERMEDIATE (EXTENSION) SHAFT NO. 1

a) Clean the steering gear shaft.
b) Install the (REUSED* or NEW*) intermediate (extension) shaft No. 1 from the passenger compartment, making sure to insert it all the way onto the steering gear.

*** Depends on the inspection results from the previous step above.**

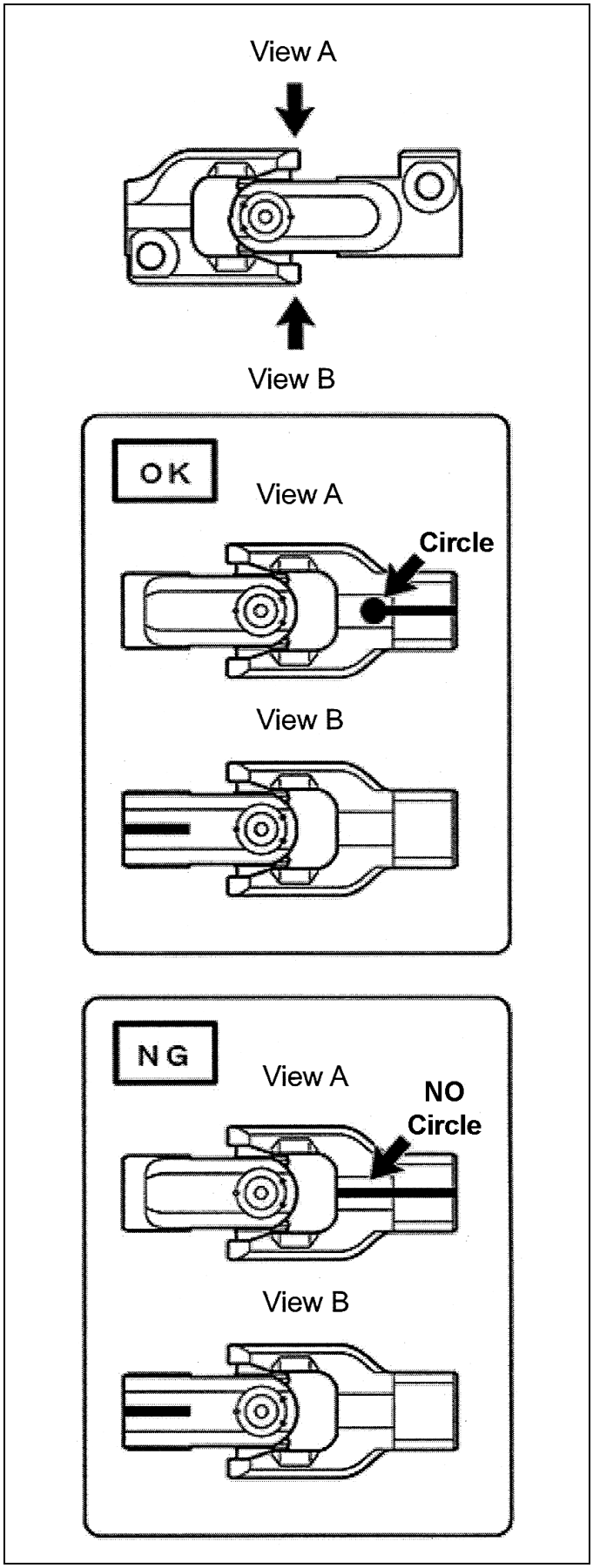
NOTE:

- **The intermediate (extension) shaft can be inserted onto the steering gear in any direction.**
- **DO NOT turn the intermediate (extension) shaft when installing it. Doing so will change the center point position of the steering gear.**



13. SEPARATE THE INTERMEDIATE SHAFT NO. 1 AND THE SLIDING YOKE

a) Remove the bolt.
b) Separate the intermediate shaft No. 2 from the sliding yoke.



14. INSPECT THE SLIDING YOKE

a) Inspect the shape of the slot on the sliding yoke as shown in the illustration to determine if it is OK or NG.

Sliding Yoke is OK:

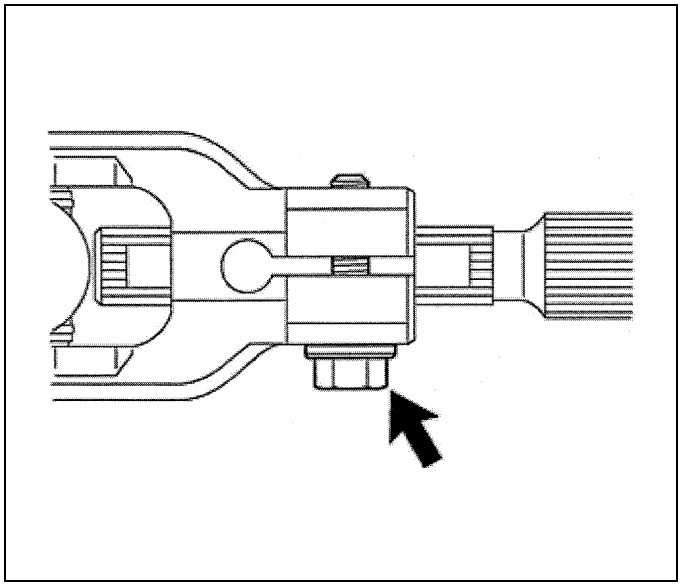
- Replacement is ***NOT*** necessary, reuse the sliding yoke.

A VIDEO SHOWING AN OK SLIDING YOKE IS AVAILABLE TO VIEW ON TIS.

Sliding Yoke is NG:

- Replace the sliding yoke with a ***NEW*** one.

A VIDEO SHOWING AN NG SLIDING YOKE IS AVAILABLE TO VIEW ON TIS.



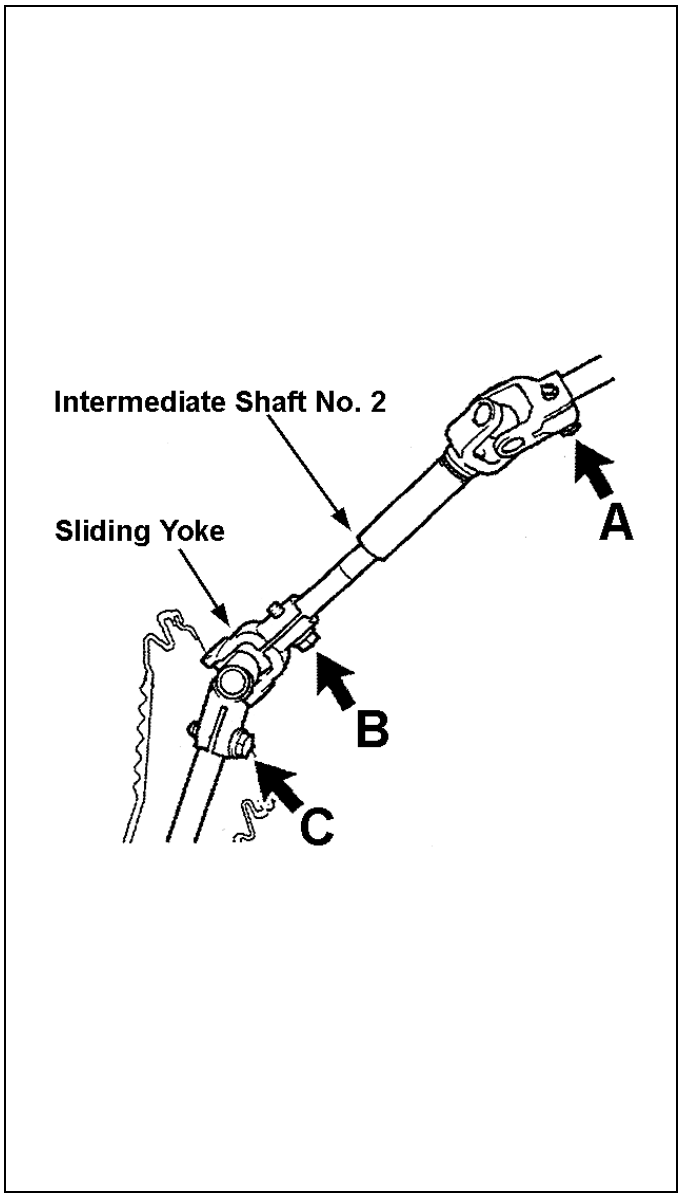
15. ASSEMBLE THE INTERMEDIATE SHAFT NO. 2 AND THE SLIDING YOKE ASSEMBLY

a) Insert a **NEW** intermediate shaft No. 2 into the (REUSED* or NEW*) sliding yoke.

*** Depends on the inspection results from step 14 on the previous page.**

b) Reinstall the bolt, but **DO NOT** tighten so that the sliding yoke can move freely on the splines of the intermediate shaft.

NOTE:
The sliding yoke can ONLY be installed one way onto the intermediate shaft No. 2 that allows the bolt to be reinstalled without damaging the splines.



16. REINSTALL THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY

a) Make sure that the front tires are still on the ground and facing straight ahead.
b) While another technician is holding the steering wheel in the center point position, reinstall the intermediate shaft No. 2 and the sliding yoke assembly.
c) Reinstall the bolts “A” and “C” shown in the illustration, but ***DO NOT*** tighten.

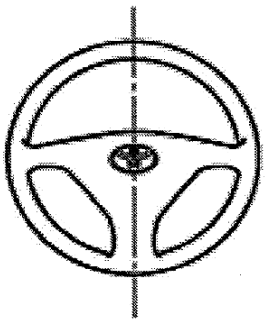
NOTE:

- **DO NOT install the intermediate shaft No. 2 and sliding yoke assembly upside down.**
- **The splines can be inserted in any direction. It is NOT necessary to align the intermediate shaft No. 2 and sliding yoke assembly.**
- **During reinstallation, DO NOT hit the intermediate shaft No. 2 and sliding yoke assembly with a hammer or any other tool.**

d) Temporarily tighten bolts “B” so that the intermediate shaft No.2 will not extend or retract.

NOTE:
If bolt “B” is not securely tightened, the intermediate (extension) shaft No. 1 may disengage from the steering gear when moving the steering column hole cover to install the intermediate (extension) shaft No. 1 bolt.

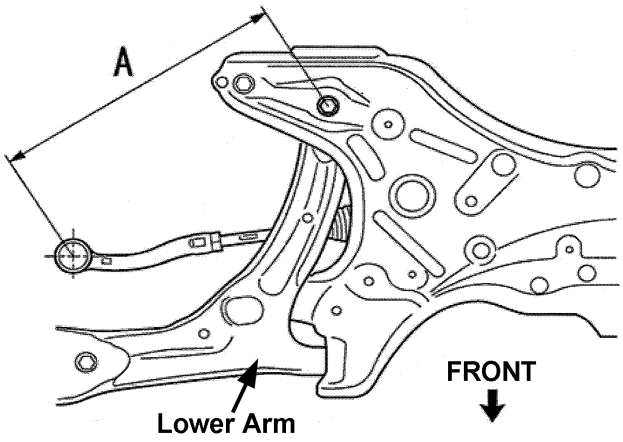
Hold the steering wheel In its centered position



17. CONFIRM THE STEERING GEAR CENTER POINT POSITION

a) While holding the steering wheel in the centered position, raise the vehicle up so that the tires are off the ground.

Measurement Points



b) Measure the distance between the same steering gear tie rod end and the corresponding bolt for the rear section of the front lower arm that was done in step 3b on page 21.

New Measurement Value:

- **A =_____ mm**

c) Is the new measurement the same as the original measured value taken in step 3b on page 21?

NO:

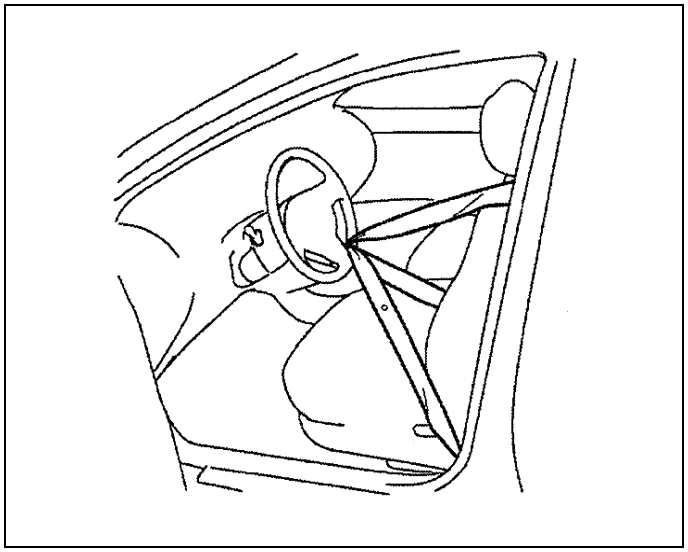
- **Readjust the steering gear center point position back to the original measurement value.**
- **Repeat the following steps:**

  Step "8. HOLD THE STEERING WHEEL IN POSITION" on page 23.
  Step "9. LOWER THE VEHICLE TO THE GROUND" on page 23.
  Step "10. REMOVE THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY" on pages 24-25.
  Step "16. REINSTALL THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY" on page 28.
  Step "17. CONFIRM THE STEERING GEAR CENTER POINT POSITION" on this page.

YES:

- **Proceed to the next step.**

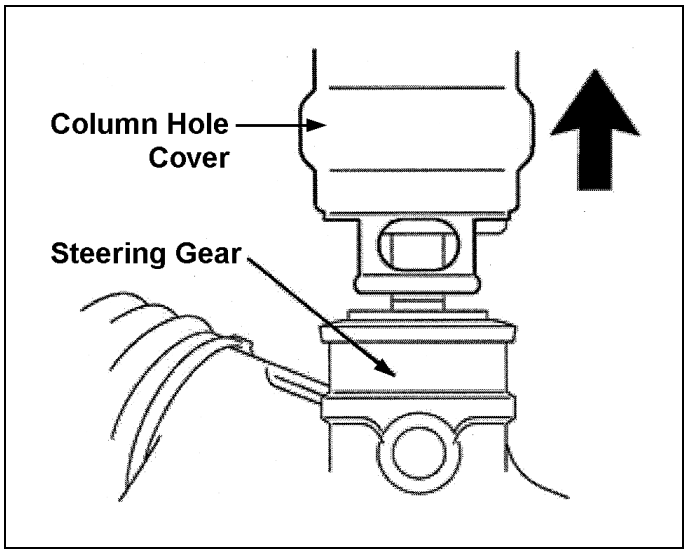
SECTION D



18. RELEASE THE STEERING WHEEL

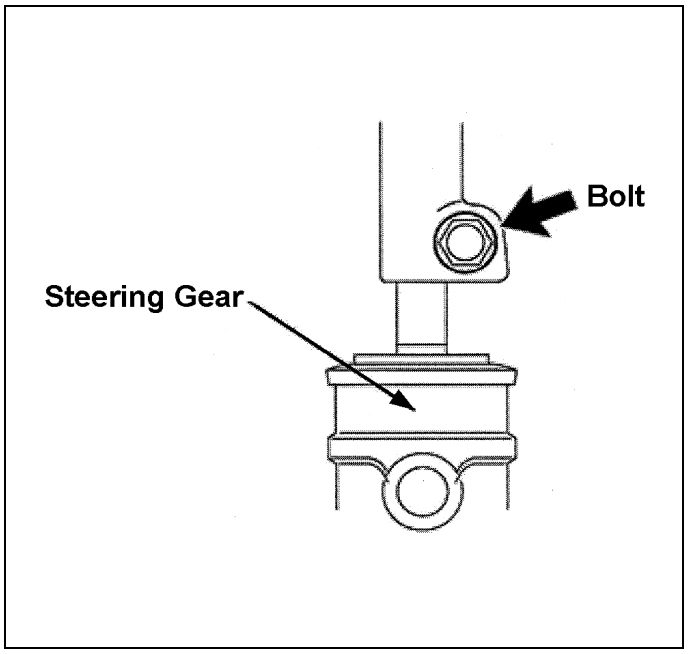
a) Release the seat belt and remove it from the steering wheel.

NOTE:
DO NOT damage the steering wheel during this process.



19. DISCONNECT THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

a) Disconnect the lower portion of the column hole cover by pushing it up and away from the steering gear assembly.



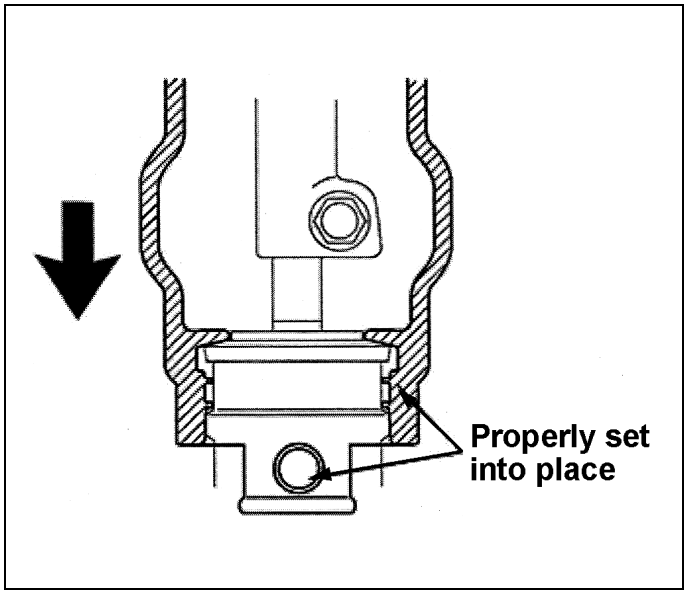
20. INSTALL AND TIGHTEN THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 BOLT

a) While holding up the column hole cover, check that the intermediate (extension) shaft is fully inserted onto the steering gear.
b) Install a (REUSED* or NEW*) bolt and torque to specification. If necessary, turn the steering gear to make it easier to tighten the bolt.

*** Depends on the inspection results from step 11b, pg. 25.**

Torque Specification:
35 N·m (360 kgf·cm, 26 ft·lbf)

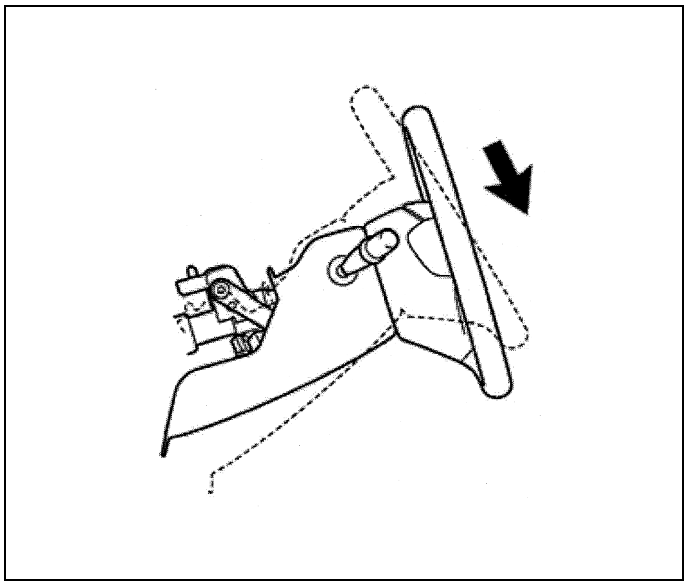
SECTION D



21. REINSTALL THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

a) Align the hole on the steering column hole cover with the raised circle on the steering gear.
b) Pull the column hole cover down and over the steering gear assembly.
c) Confirm the following:

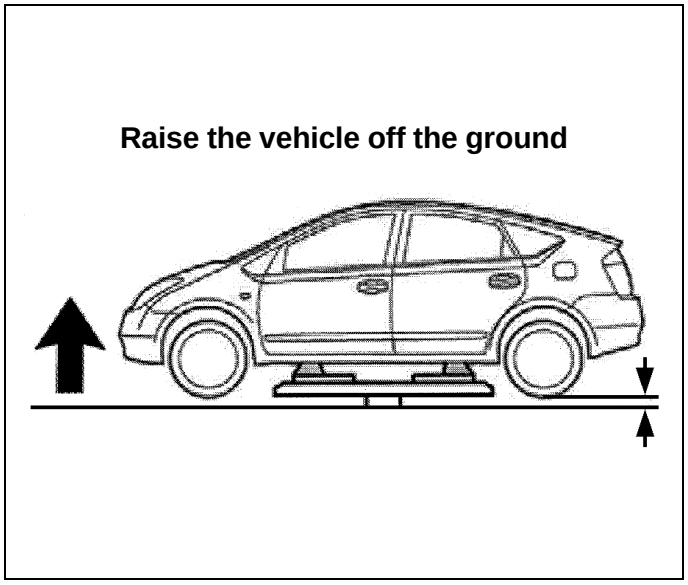
- **The column hole cover is properly set onto the entire circumference of the steering gear, see illustration.**
- **The hole in the column hole cover is properly set over the raised circle of the steering gear, see illustration.**



22. TILT THE STEERING COLUMN TO THE LOWEST POSITION

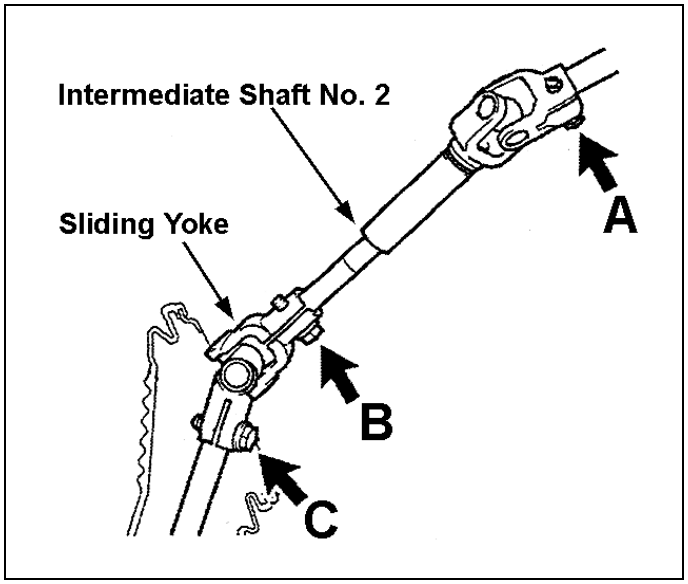
a) Tilt the steering column to its lowest point.

NOTE:
The length of the steering column shaft varies slightly depending on the tilt angle. Make sure to place the steering column at its lowest position (as seen in the illustration) before tightening the bolts.



23. RAISE THE VEHICLE OFF THE GROUND

a) Confirm that the vehicle is raised so that the tires are off the ground to prevent a load on the steering shaft when the steering wheel is turned.

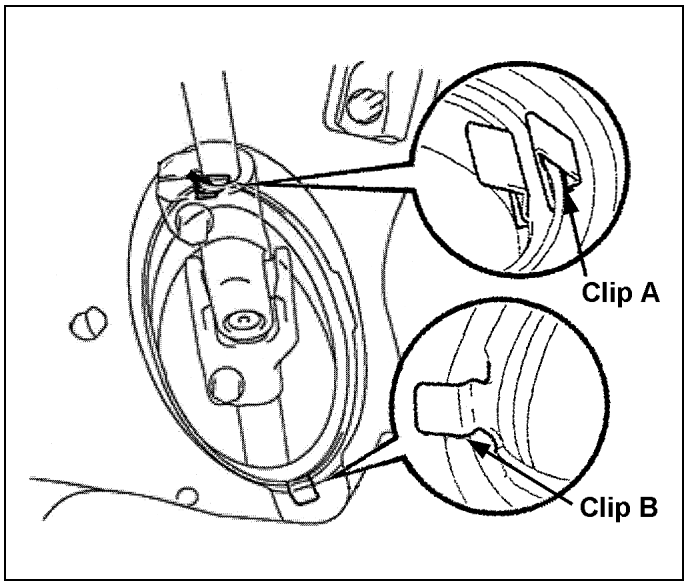


24. TIGHTEN THE BOLTS FOR THE INTERMEDIATE SHAFT AND SLIDING YOKE

a) Loosen bolt “B” so that it can be turned by hand.
b) Tighten the 3 bolts to specification in the following order:

Tightening Sequence:
Bolt “A”, Bolt “C” then Bolt “B”

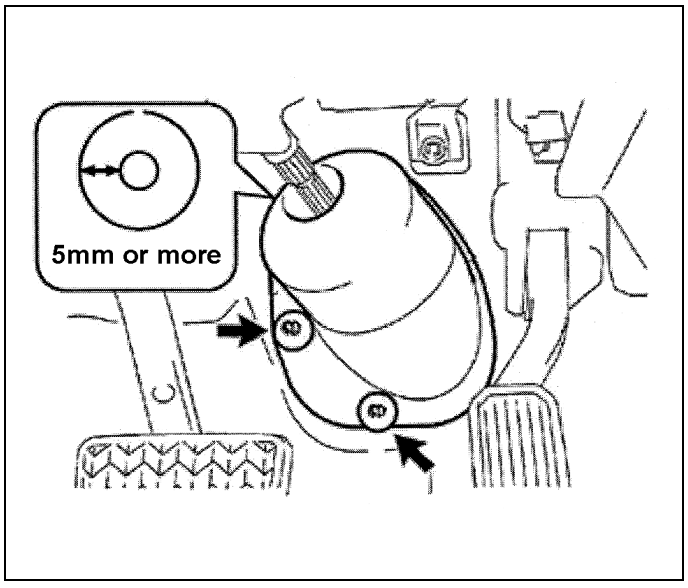
Torque Specification:
35 N·m (360 kgf·cm, 26 ft·lbf)



25. RECONNECT THE STEERING COLUMN HOLE COVER NO. 1

a) Seat clip B then clip A.

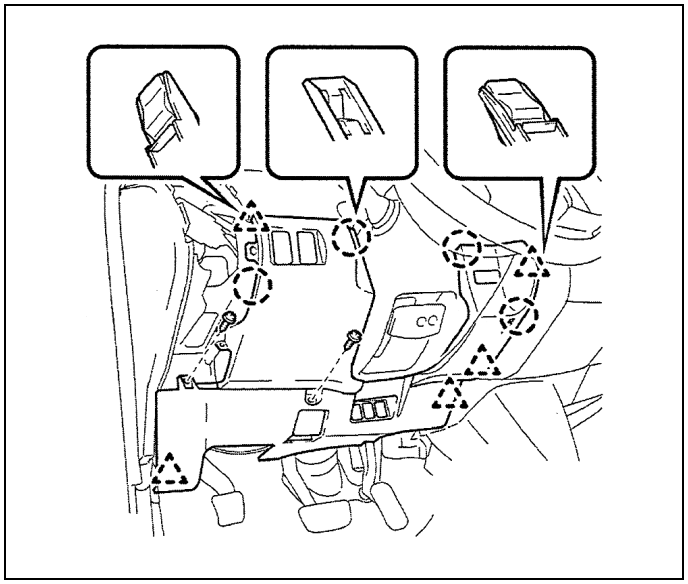
NOTE:
Be careful not to damage clip B.



26. REINSTALL THE COLUMN HOLE COVER SILENCER SHEET

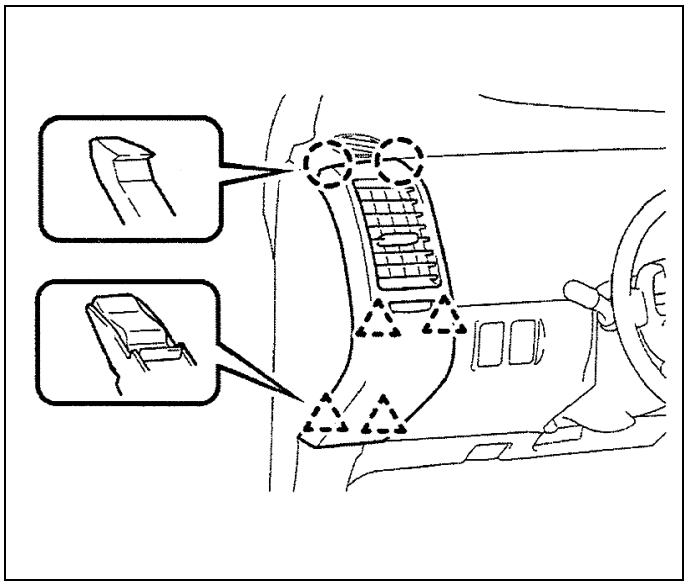
a) Reinstall the column hole cover silencer sheet.
b) Reinstall the 2 clips.
c) Confirm that the clearance between the intermediate shaft No. 2 and the column hole cover is 5 mm or more.
d) Fold the floor carpet back into position.

SECTION D



27. REINSTALL THE LOWER INSTRUMENT FINISH PANEL

a) Reinstall the lower instrument finish panel and reconnect all connectors.
b) Reattach the 4 claws and 5 clips.
c) Reconnect the hood lock control cable.
d) Reinstall the 2 screws.



28. REINSTALL THE NO. 1 INSTRUMENT PANEL REGISTER

a) Reinstall the instrument panel register, and reattach the 2 claws and 4 clips.

29. INSPECT THE STEERING COLUMN TILT FUNCTION FOR PROPER OPERATION

30. TURN THE STEERING WHEEL FROM LEFT-TO-RIGHT TO INSPECT FOR PROPER OPERATION AND FEEL

31. INSPECT THAT THE STEERING WHEEL IS CENTERED

32. REPAIRS ARE COMPLETED

DP13-001

TOYOTA

7/11/2013

ATTACHMENT

RESPONSE 2

60C Technical Instruction Revised 10-18-2006 T-CP-60C-0001-W

TOYOTA

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

TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 60C (SAFETY RECALL)
(2004 THROUGH EARLY 2006 STEERING INTERMEDIATE SHAFT REPLACEMENT)

Toyota will initiate a Special Service Campaign on the Steering Shaft Assembly on certain 2004 through early 2006 Model Year Prius vehicles.

In certain 2004 through early 2006 model year Prius vehicles, due to insufficient strength, a portion of the Steering Shaft Assembly may become loose or may develop a crack under certain operating conditions, such as when the wheel is turned forcefully to the locked position at low speed or the tire contacts roadside curbs while driving. The Steering Shaft Assembly consists of the Intermediate Shaft and Sliding Yoke which connects the steering wheel to the steering gear box. The campaign will entail the replacement of the Steering Intermediate Shaft Assembly No. 2 in all involved vehicles. The Steering Sliding Yoke and Steering Intermediate Extension Shaft No. 1 will be inspected and replaced only as necessary.

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

1. Owner Notification Letter Mailing Date

The owner notification will commence in early June, 2006, approximately one week after the dealer notification.

Please note that only owners of the affected vehicles will be notified. If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please instruct them to ***verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs***. Dealers should perform the inspections/replacements as outlined in the attached Technical Instructions.

2. Vehicles in Dealer Stock

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary inspections/replacements have been performed.

3. Dealer/Owner Lists

Affected vehicle VIN lists (VIN only due to changes in Privacy Laws) for the SSC 60C campaign have been distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

4. Number and Identification of Involved Vehicles

There are approximately 170,000 Prius (2004 through early 2006 Model Year) vehicles involved in the U.S.

MODEL	YEAR	VIN Range	
		VDS	Range
Prius	2004	KB20U	0001086 – 0116870
		KB22U	0001142 – 0116845
	2005	KB20U	0116874 – 0133248
			3000000 – 3128076
			7003414 – 7057937
		KB22U	0116872 – 0133240
			3000008 – 3128067
			7004342 – 7057888
	2006	KB20U	3099688 – 3129959
			7057941 – 7059090
		KB22U	3128082 – 3129958
			7056471 – 7059063

Please note that not all vehicles in the VIN range are affected by this SSC. If a dealer is contacted by an owner of an involved vehicle, who has not yet received a notification, please instruct them to ***verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs***. Dealers should perform the inspections/replacements as outlined in the attached Technical Instructions.

5. Parts Ordering

The necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information.

Part Number	Part Description	Qty.
04005-72247	Intermediate Shaft No. 2	1
04005-72147	Intermediate Shaft No. 2 with Sliding Yoke	1*
45221-12281	Intermediate (Extension) Shaft No. 1	1**
90119-08560	Bolt	1**

**** Please note that only 50% of all vehicles will require Sliding Yoke replacement.***
***** Please note that only a small number of vehicles (less than 10) will require Intermediate (Extension) Shaft No. 1 and Bolt replacement. The Intermediate (Extension) Shaft No. 1 and Bolt will be placed on Manual Allocation Control (MAC). This will assure an adequate and balanced parts inventory.***

[Parts Ordering Continued…]

Since only a small number of vehicles (less than 10) will require Intermediate (Extension) Shaft and Bolt replacement, dealers will not be allowed to stock these parts. They will be placed on Manual Allocation Control.

If there are ***special*** circumstances where a dealer is having difficulty receiving parts, dealer associates may contact 310-468-5516 to research the Intermediate (Extension) Shaft and Bolt order. The associate should have the following information ready to expedite research of the order status:

- Dealer Information (Dealer Code, Contact Name, Telephone Number)
- Order Reference Number
- Customer Name and Vehicle 17-digit VIN

Please note that during the period the parts are on-order for the sliding yoke or intermediate (extension) shaft No. 1 replacement, customer rental car through the Toyota Rent-A-Car (TRAC) Program is available. Follow the Toyota Transportation Assistance Program (TTAP) guidelines. DSPM authorization will be required for vehicle rentals exceeding 2 days.

A UIO by state matrix is listed below to inform dealers of the number of vehicles in their area.

STATE	UIO
AK	219
AL	971
AR	685
AZ	3602
CA	49640
CO	3976
CT	2255
DC	615
DE	584
FL	7470

STATE	UIO
GA	2294
IA	930
ID	694
IL	5658
IN	2008
KS	870
KY	960
LA	854
MA	5366
MD	5111

STATE	UIO
ME	1157
MI	2736
MN	2577
MO	1680
MS	410
MT	525
NC	3678
ND	117
NE	453
NH	1238

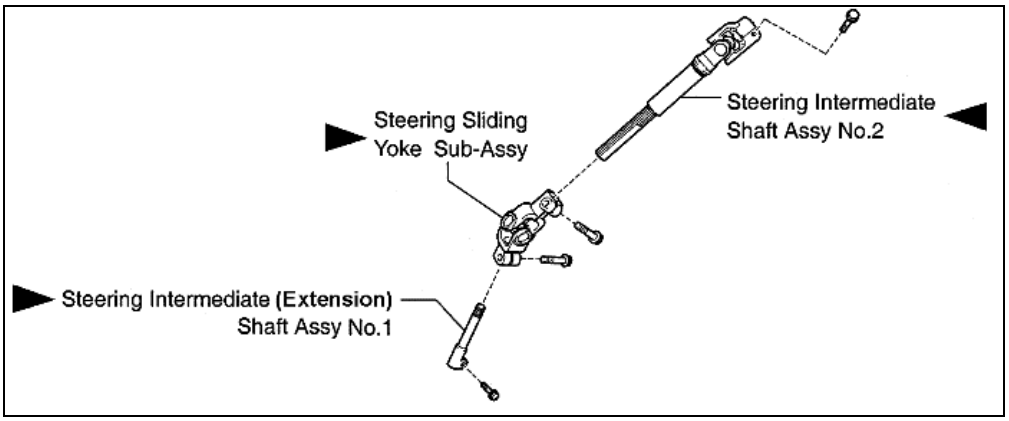
STATE	UIO
NJ	3979
NM	1355
NV	1473
NY	7039
OH	3532
OK	755
OR	4355
PA	5893
RI	727
SC	926

STATE	UIO
SD	208
TN	1526
TX	6673
UT	1167
VA	7906
VT	679
WA	6859
WI	3011
WV	576
WY	312

6. Repair Procedures

Refer to the attached Technical Instructions and appropriate Repair Manual as indicated.

7. Reimbursement Procedures



Submit SSC claims following the procedures described in the Toyota Warranty Policy and Procedures Manual. **The operation codes to be used for this campaign are:**

SSC #	Op. Code	Description	Flat Rate Hour
60C	6509E1	• Inspect the Steering Intermediate (Extension) Shaft No. 1*. • Inspect and replace the Steering Sliding Yoke Sub-Assy**. (Approximately 50% of the vehicles will require the Sliding Yoke Sub-Assy to be **REPLACED**.) • Replace the Steering Intermediate Shaft Assy No. 2. (All vehicles)	0.9 hr/vehicle
	6509E2	• Inspect & replace Steering Intermediate (Extension) Shaft No. 1*. • Inspect and replace the Steering Sliding Yoke Sub-Assy**. (Approximately 50% of the vehicles will require the Sliding Yoke Sub-Assy to be **REPLACED**.) • Replace the Steering Intermediate Shaft Assy No. 2. (All vehicles)	1.0 hr/vehicle

The Additional Operation Codes you may use are:

SSC #	Op. Code	Description	Flat Rate Hour
60C	6509EJ	• Inspect the Steering Intermediate (Extension) Shaft No. 1*. • Inspect and replace the Steering Sliding Yoke Sub-Assy**. (Approximately 50% of the vehicles will require the Sliding Yoke Sub-Assy to be **REPLACED**.) • Replace the Steering Intermediate Shaft Assy No. 2. (All vehicles) • Adjust the vehicle's alignment if the steering wheel is off center.	2.2 hr/vehicle
	6509EK	• Inspect & replace Steering Intermediate (Extension) Shaft No. 1.* • Inspect and replace the Steering Sliding Yoke Sub-Assy**. (Approximately 50% of the vehicles will require the Sliding Yoke Sub-Assy to be **REPLACED**.) • Replace the Steering Intermediate Shaft Assy No. 2. (All vehicles) • Adjust the vehicle's alignment if the steering wheel is off center.	2.3 hr/vehicle

*** Affects approximately 10 vehicles nationwide.**
**** Approx. 85,000 vehicles (1/2 the involved Prius vehicles will require replacement of the Yoke.)**

NOTE: Above flat rate time(s) include 0.1 hr for SSC admin. cost per unit for the dealership.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

SSC 60C – 2004 Through early 2006 Prius Steering Intermediate Shaft Replacement
SAFETY RECALL NOTICE

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the steering intermediate shaft of certain 2004 through early 2006 Toyota Prius vehicles.

What is the problem?

In certain 2004 through early 2006 model year Prius vehicles, due to insufficient strength, a portion of the Steering Shaft Assembly may become loose or may develop a crack under certain operating conditions, such as when the wheel is turned forcefully to the locked position at low speed or the tire contacts roadside curbs while driving. If this condition has occurred on your vehicle, in some cases due to the components becoming loose and possibly rattling, an abnormal noise may be heard from the area of the Steering Shaft Assembly. The Steering Shaft Assembly consists of the Intermediate Shaft and Sliding Yoke which connects the steering wheel to the steering gear box. If this condition has occurred on your vehicle, in the worst case, you may lose vehicle steering control, thus increasing the possibility of a crash.

What will Toyota do?

Any Toyota dealer will replace the Steering Intermediate Shaft at **NO CHARGE** to you.

In addition, the dealer will inspect the sliding yoke and the intermediate extension shaft and replace them as necessary. Both inspection and if necessary, replacement of the sliding yoke and intermediate extension shaft will also be performed at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to have your vehicle repaired. The repair will take approximately one hour. However, depending upon the inspection results and the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the necessary repairs and inspections. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to http://www.safercar.gov.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Special Service Campaign (SSC) 60C Q&A
2004 through early 2006 Model Year Prius Steering Intermediate Shaft

Q1: What is the condition?
A1: In certain 2004 through early 2006 model year Prius vehicles, due to insufficient strength, a portion of the Steering Shaft Assembly may become loose or may develop a crack under certain operating conditions, such as when the wheel is turned forcefully to the locked position at low speed or the tire contacts roadside curbs while driving. The Steering Shaft Assembly consists of the Intermediate Shaft and Sliding Yoke which connects the steering wheel to the steering gear box.

Q2: What is the cause of this condition?
A2: Due to insufficient strength a portion of the Steering Shaft Assembly may become loose or may develop a crack under certain operating conditions, such as when the wheel is turned forcefully to the locked position at low speed or the tire contacts roadside curbs while driving.

Q3: Are there any warnings that this condition will occur?
A3: In some cases due to the components becoming loose and possibly rattling, an abnormal noise may be heard. If this occurs, please bring your vehicle to the nearest Toyota dealer for diagnosis and appropriate repair as soon as possible.

Q4: Which and how many vehicles are involved?
A4: There are approximately 170,000 2004 through early 2006 Model Year Prius vehicles involved in the U.S.

Q5: What is the production period of the affected vehicles?
A5: The affected Prius vehicles were produced from August, 2003 to November, 2005.

Q6: Are there any other Toyota, Lexus or Scion vehicles involved?
A6: No, this specific condition affects only 2004 through early 2006 Model Year Prius vehicles.

Q7: *How many incidents of this condition have been reported?*
A7: There have been no cases of this condition reported in the affected vehicles in the U.S. market.

Q8: *Have there been any accidents reported?*
A8: There have been no reported cases of accidents in the affected vehicles which may relate to this condition.

Q9: *Have there been any injuries related to the alleged accidents?*
A9: There have been no reported cases of injuries related to this condition in the affected vehicles.

Q10: *What is Toyota going to do?*
A10: Any Toyota dealer will replace the Steering Intermediate Shaft at **NO CHARGE**. In addition, the dealer will inspect the sliding yoke and the intermediate extension shaft and replace them as necessary at **NO CHARGE** as well.

Q11: *How long will the repair take?*
A11: The repair will take approximately one hour. However, depending upon the inspection results and the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q12: What should an owner do if they experience the condition or have immediate concerns about the current safety of their vehicle?
A12: Owners are requested to contact their local Toyota dealer for diagnosis and repair.

TECHNICAL INSTRUCTIONS

FOR

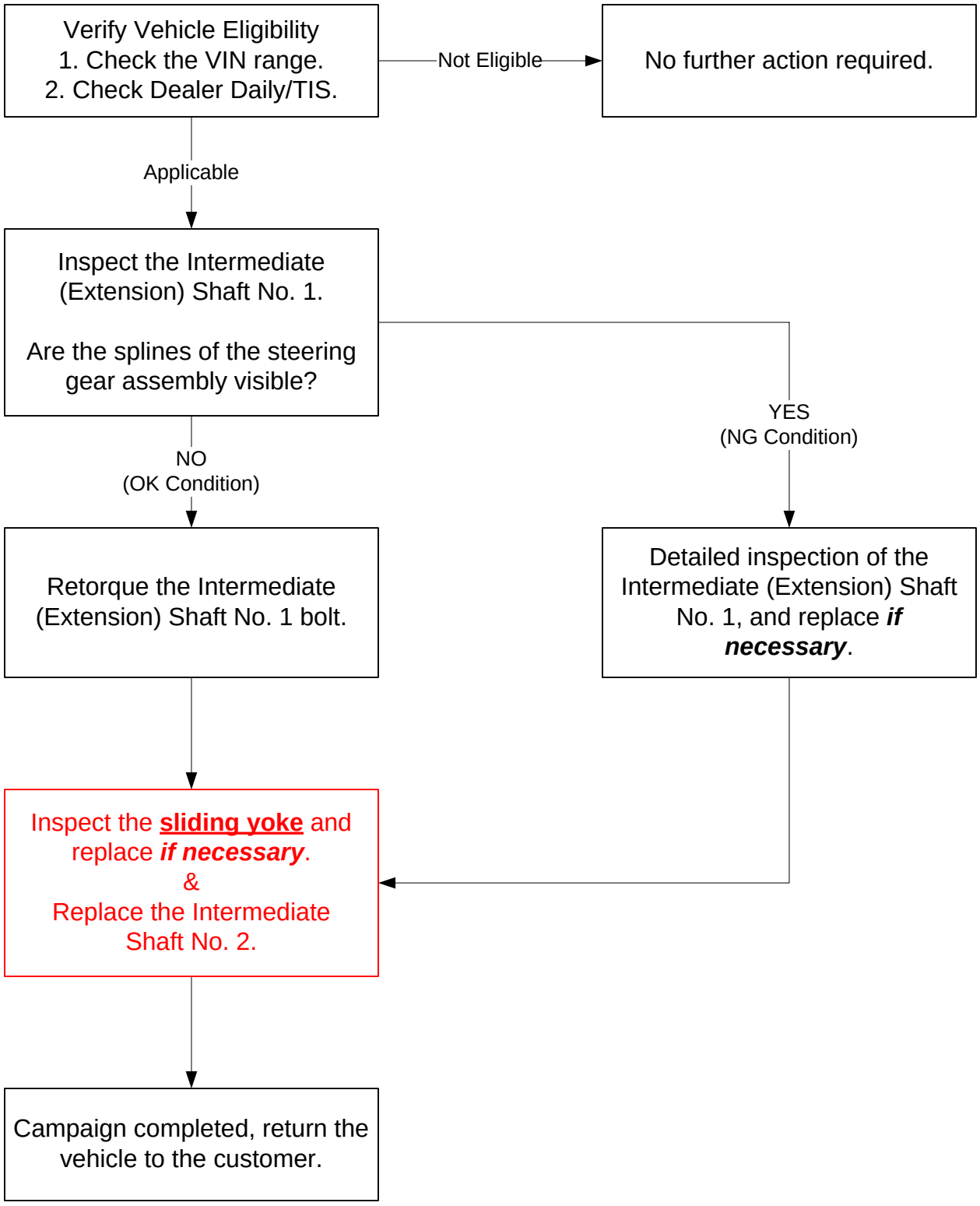
SPECIAL SERVICE CAMPAIGN 60C

2004 THROUGH EARLY 2006 MODEL YEAR PRIUS STEERING INTERMEDIATE SHAFT REPLACEMENT

REVISED October 18, 2006

Pages 14 and 27 have been revised.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	Year	VIN Range	
		VDS	Range
Prius	2004	KB20U	0001086 – 0116870
		KB22U	0001142 – 0116845
	2005	KB20U	0116874 – 0133248
			3000000 – 3128076
			7003414 – 7057937
		KB22U	0116872 – 0133240
			3000008 – 3128067
			7004342 – 7057888
	2006	KB20U	3099688 – 3129959
			7057941 – 7059090
		KB22U	3128082 – 3129958
			7056471 – 7059063

NOTE:
Not all vehicles in the VIN range are affected. As always, consult Dealer Daily/TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is affected and has not already been completed prior to dealer shipment or by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

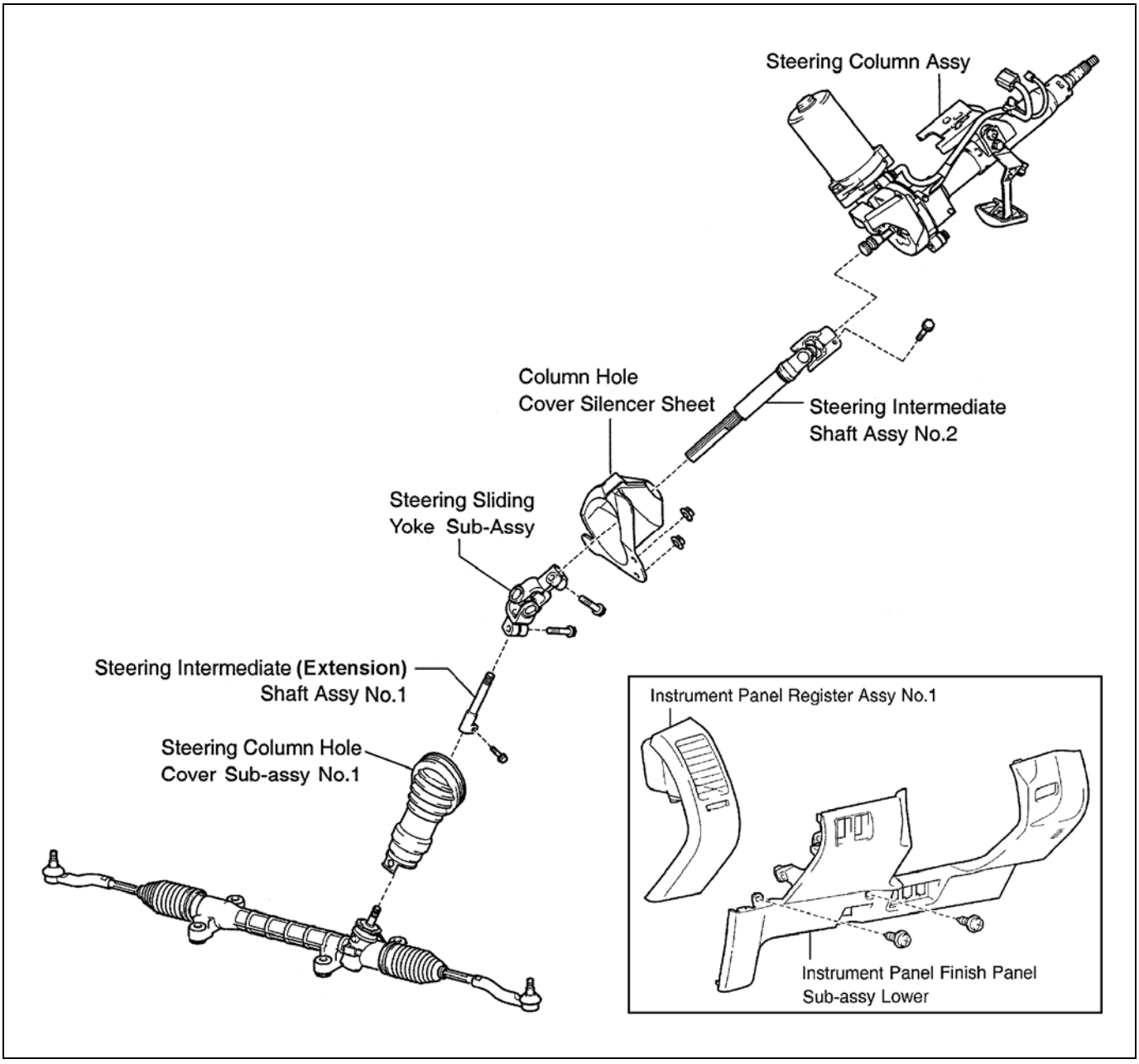
Part Number	Part Description	Quantity
04005-72247	**Intermediate Shaft No. 2**	1*
04005-72147	**Intermediate Shaft No. 2 with Sliding Yoke**	1**
45221-12281	**Intermediate (Extension) Shaft No. 1**	1***
90119-08560	**Bolt**	1***

NOTE:
*** If this part number is no longer available, use part number 04005-72147.**
**** Only 50% of all vehicles will require Sliding Yoke replacement. Make sure to perform the inspection procedure prior to replacement.**
***** Only a small number of vehicles (less than 10) will require Intermediate (Extension) Shaft No. 1 and Bolt replacement. Make sure to perform the inspection procedure prior to replacement.**

B. TOOLS

- Standard hand tools
- Nylon pry tools
- Torque wrench
- Tape measure

IV. COMPONENTS

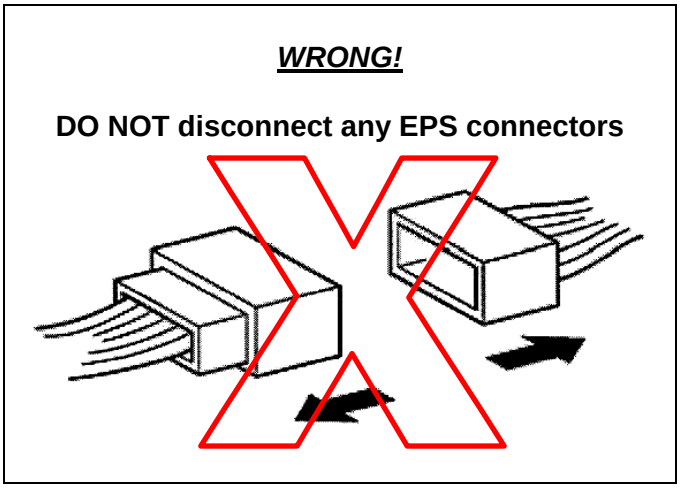


V. BACKGROUND

In certain 2004 through early 2006 model year Prius vehicles, due to insufficient strength, a portion of the Steering Shaft Assembly may become loose or may develop a crack under certain operating conditions, such as when the wheel is turned forcefully to the locked position at low speed or the tire contacts roadside curbs while driving. The Steering Shaft Assembly consists of the Intermediate Shaft and Sliding Yoke which connects the steering wheel to the steering gear box. The campaign will entail the replacement of the Steering Intermediate Shaft Assembly No. 2 in all involved vehicles. The Steering Sliding Yoke and Steering Intermediate Extension Shaft No. 1 will be inspected and replaced only as necessary.

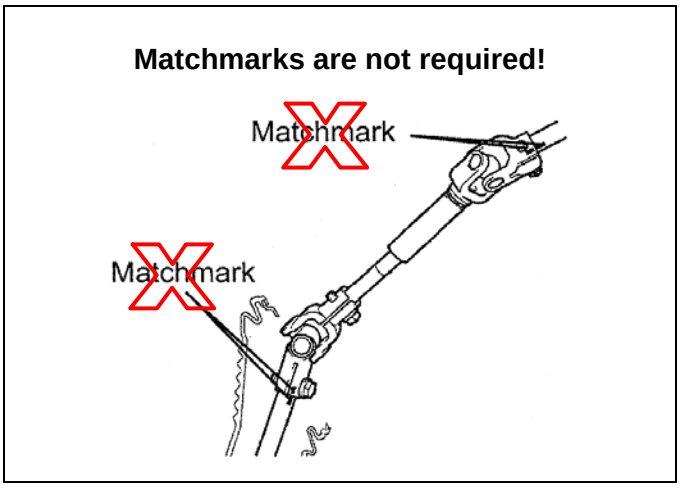
VI. WORK PROCEDURE

A. SERVICE PRECAUTIONS



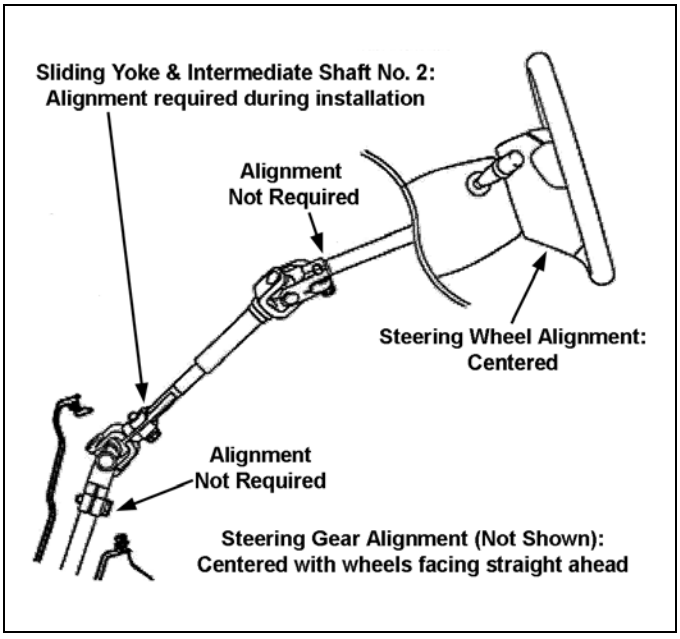
1. DO NOT DISCONNECT ANY ELECTRONIC POWER STEERING (EPS) CONNECTORS (EXCEPT FOR THE STEERING SENSOR CONNECTOR ON VEHICLES WITH VSC)

a) Disconnecting an EPS system connector may cause a difference in steering effort between the left and the right. If steering effort is affected, a zero point calibration may be required.



2. MATCHMARK USAGE IS NOT NECESSARY

a) It is not necessary to place matchmarks as the part(s) will be replaced.



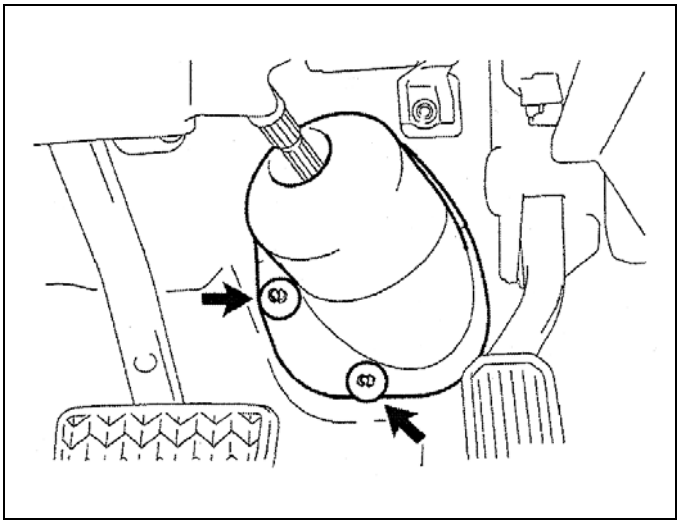
3. PARTS ALIGNMENT DURING INSTALLATION

a) During installation make sure to follow the specified procedures to align the following parts:

- Steering wheel position
- Steering gear position
- Sliding yoke to intermediate shaft No. 2 installation

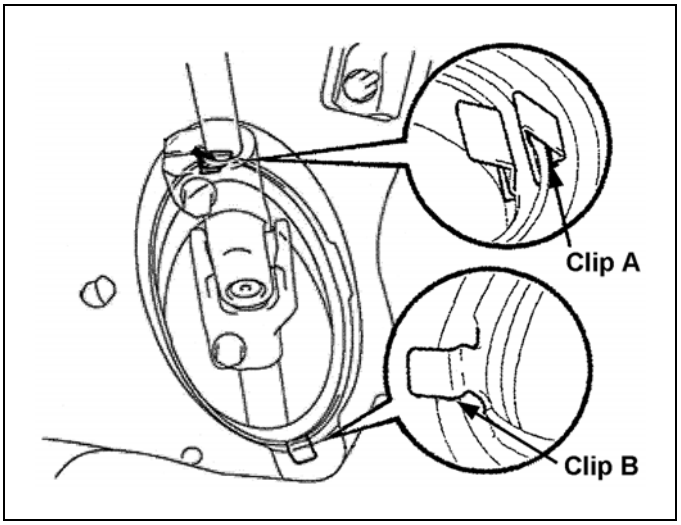
If these parts are not aligned correctly, the steering wheel may be off center or damage to the airbag spiral cable may occur.

B. INTERMEDIATE (EXTENSION) SHAFT NO. 1 INSPECTION



1. REMOVE THE COLUMN HOLE COVER SILENCER SHEET

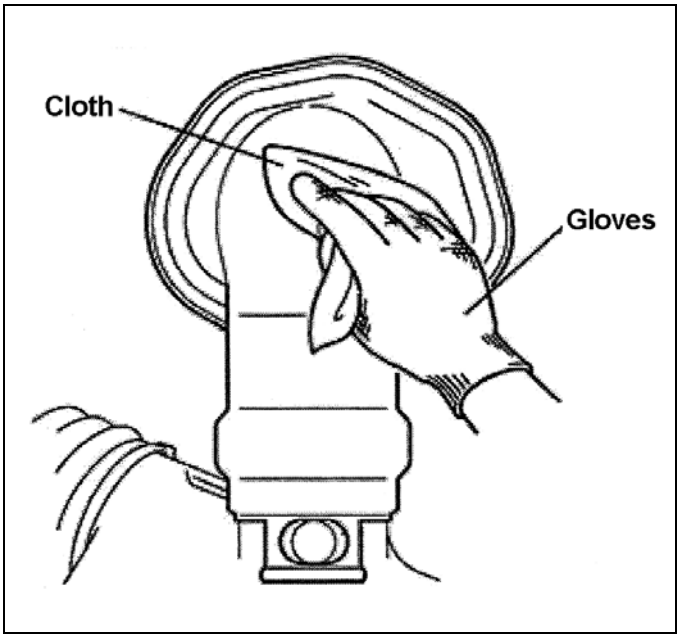
a) Fold back the floor carpet.
b) Remove the 2 clips.
c) Remove the column hole cover silencer sheet.



2. DISCONNECT THE STEERING COLUMN HOLE COVER NO. 1

a) Unseat clip A then clip B.

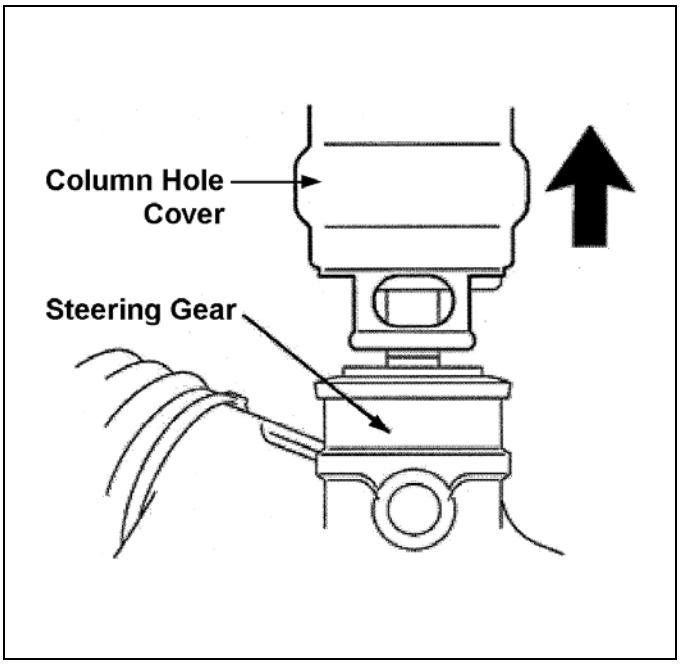
NOTE:
Be careful not to damage clip B.



3. CLEAN THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

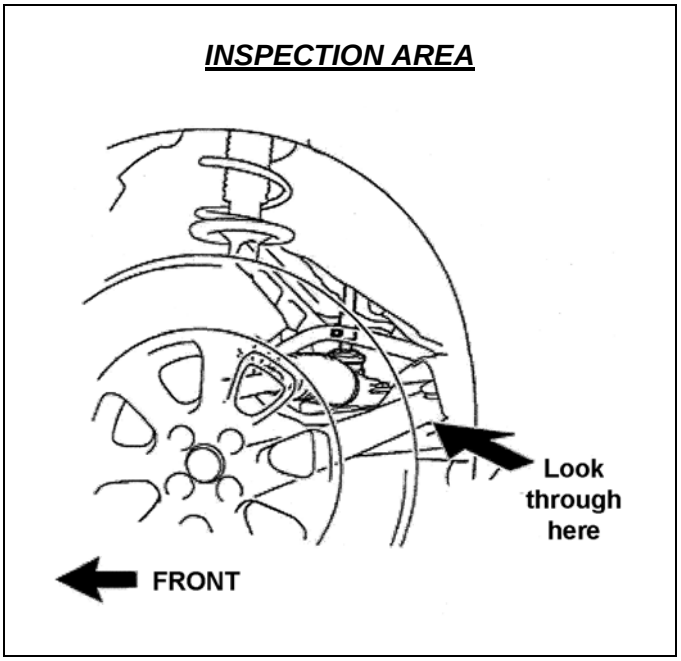
a) Using a piece of cloth, clean the column hole cover.

NOTE:
- **Cleaning the column hole cover prior to disconnecting it will prevent dirt and water from entering the steering gear oil seal.**
- **When working under the vehicle or around the steering gear, wear work gloves to prevent burns from exhaust components or injuries from burrs on surrounding parts.**



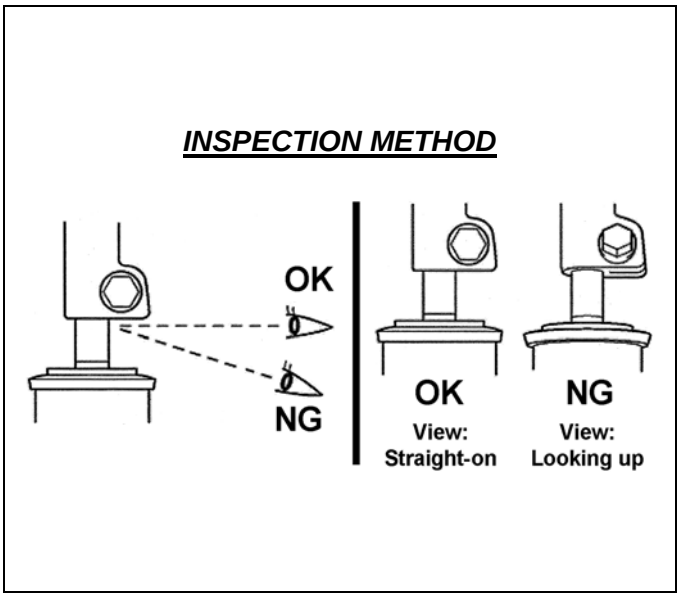
4. DISCONNECT THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

a) Disconnect the bottom section of the column hole cover by pushing it up and away from the steering gear assembly.

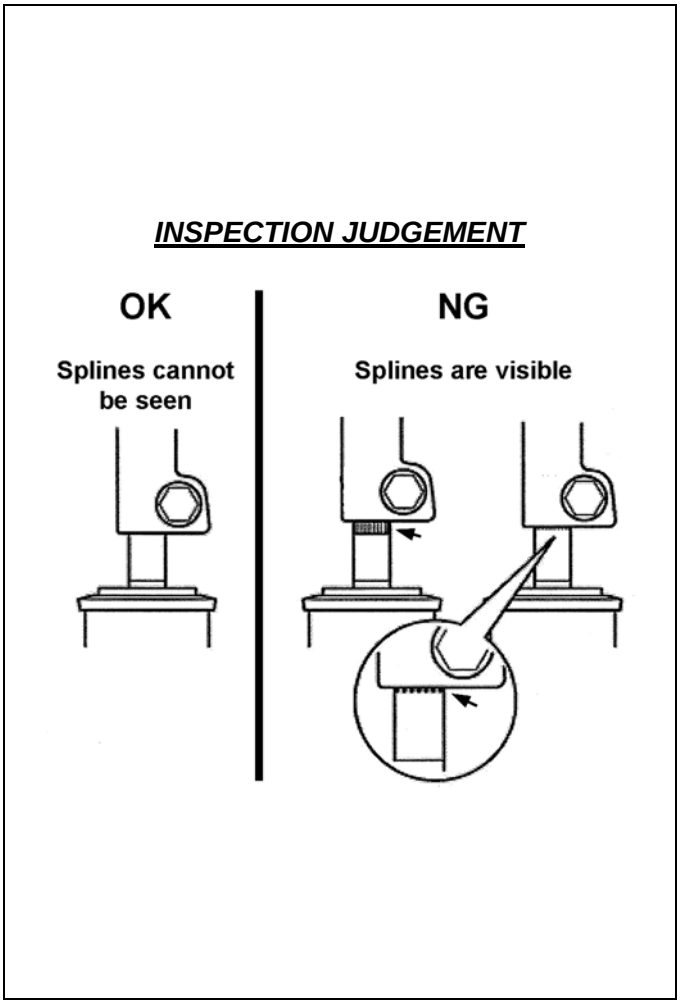


5. INSPECT THE INTERMEDIATE (EXTENSION) SHAFT NO. 1

a) Turn the steering wheel to the right.
b) While holding up the column hole cover, inspect the engagement point for the intermediate (extension) shaft No. 1 and steering gear by looking at it straight-on through the opening on the backside of the left front wheel well.



NOTE:
Be sure to look at the engagement point straight-on. If viewed from underneath the vehicle the ends of the splines can be seen, even when the intermediate (extension) shaft No. 1 is fully inserted onto the steering gear. This may lead to an incorrect judgment of the condition.



c) Are the splines of the steering gear visible?

A VIDEO SHOWING BOTH AN OK CONDITION (SPLINES NOT VISIBLE) AND AN NG CONDITION (SPLINES VISIBLE) CAN BE SEEN BY CLICKING ON THIS LINK: (PRIUS_01C)

- **OK Condition (splines not visible): Proceed to step C.**

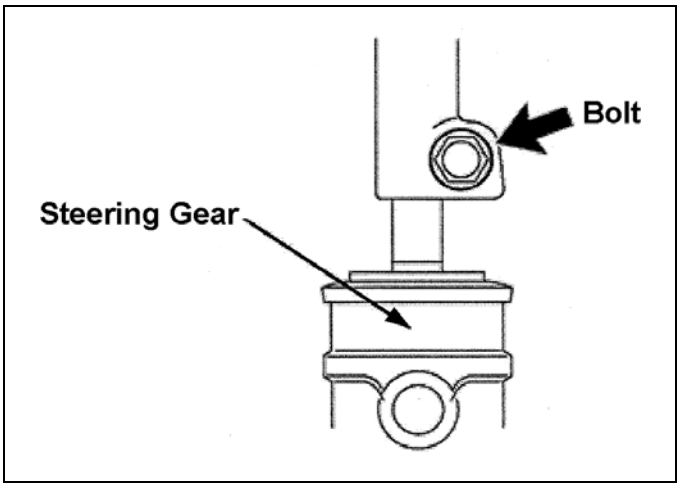
  "C. RETORQUE THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 BOLT, INSPECT THE SLIDING YOKE AND REPLACE THE INTERMEDIATE SHAFT NO. 2" on page 09.

- **NG Condition (spline visible): Proceed to step D.**

  "D. DETAILED INSPECTION OF THE INTERMEDIATE (EXTENSION) SHAFT NO. 1, INSPECT THE SLIDING YOKE AND REPLACE THE INTERMEDIATE SHAFT NO. 2" on page. 20.

SECTION B

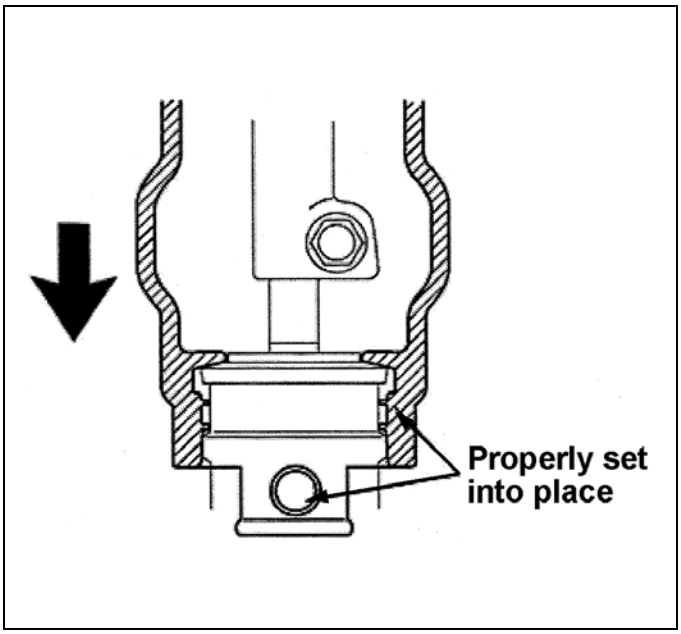
C. RETORQUE THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 BOLT, INSPECT THE SLIDING YOKE AND REPLACE THE INTERMEDIATE SHAFT NO. 2



1. TIGHTEN THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 BOLT

a) While holding up the column hole cover, tighten the bolt to specification.

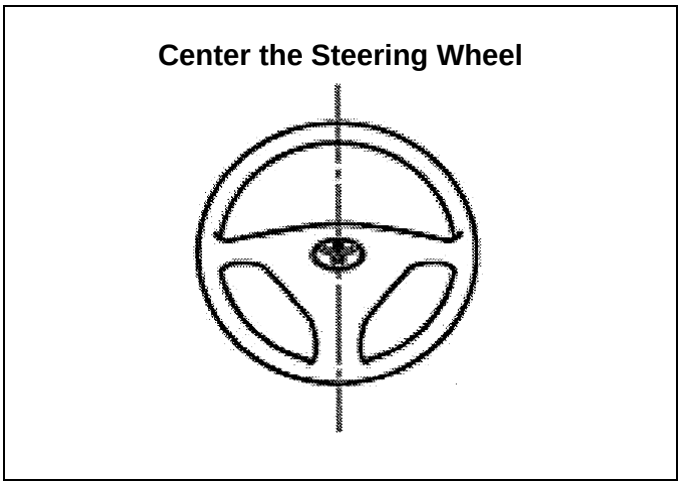
Torque Specification:
35 N·m (360 kgf·cm, 26 ft·lbf)



2. REINSTALL THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

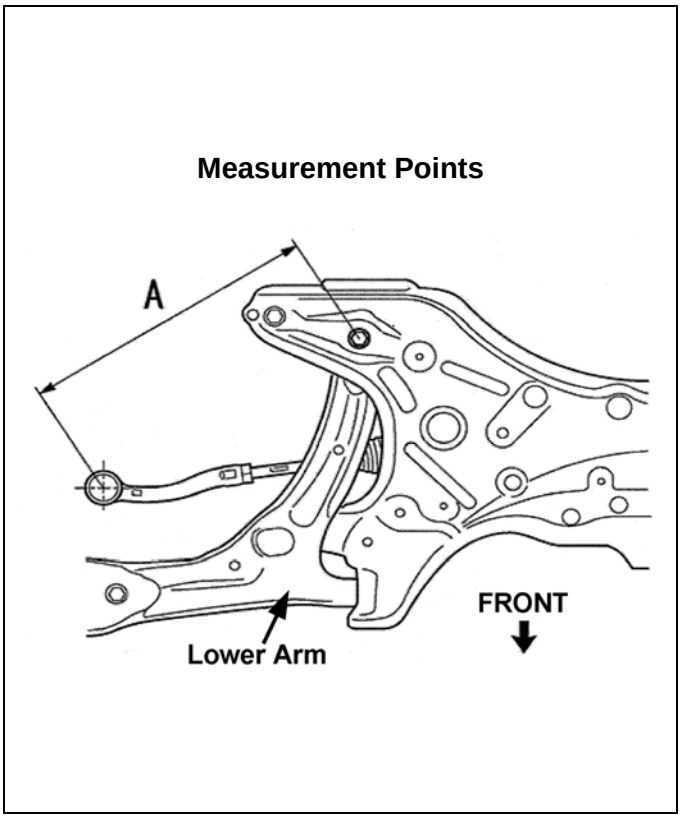
a) Align the hole on the steering column hole cover with the raised circle on the steering gear.
b) Pull the column hole cover down and over the steering gear assembly.
c) Confirm the following:

- **The column hole cover is properly set onto the entire circumference of the steering gear, see illustration.**
- **The hole in the column hole cover is properly set over the raised circle of the steering gear, see illustration.**



3. DETERMINE THE STEERING GEAR CENTER POINT POSITION

a) Place the front wheels in a straight-ahead position and center the steering wheel.



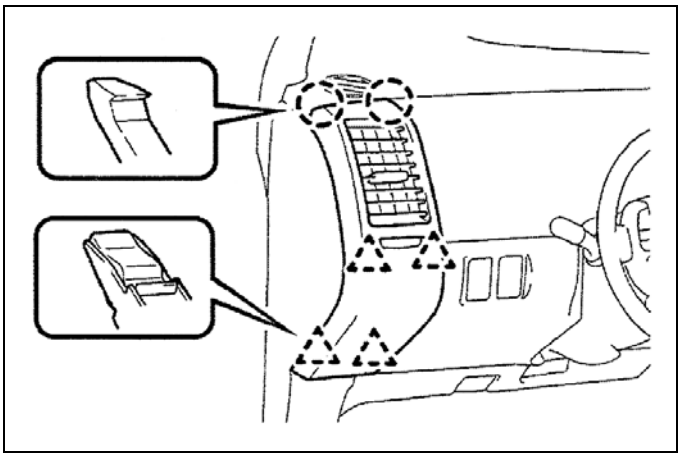
b) Measure and record the distance between the left or right steering gear tie rod end and the corresponding bolt for the rear section of the front lower arm as shown in the illustration.

Original Measurement Value:

- **A =_____ mm**

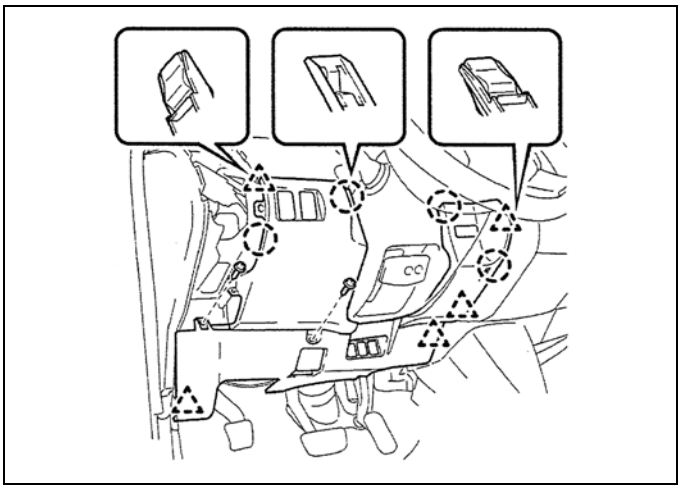
NOTE:

- **While working on the vehicle it is possible to accidentally move the steering gear off its center point position.**
- **If the repairs are completed with the steering gear off-center damage to the airbag spiral cable may occur.**
- **The measurement must be done prior to vehicle disassembly.**
- **The measurement can be performed on either the left or right steering gear tie rod.**



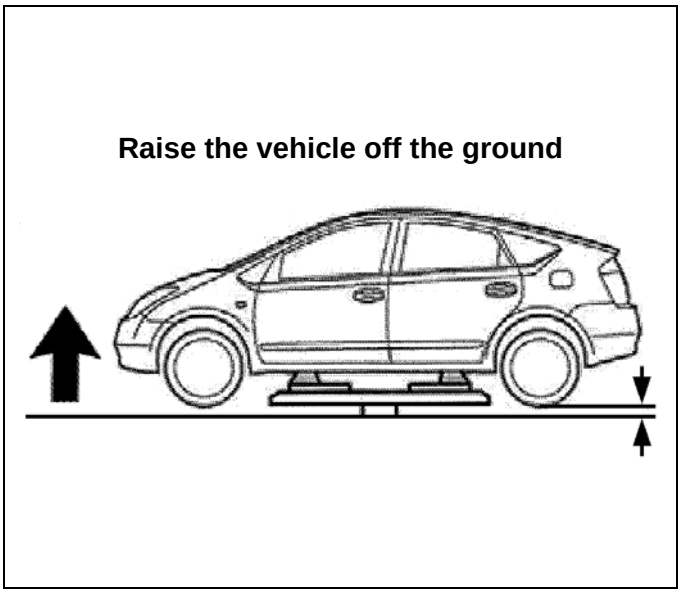
4. REMOVE THE NO. 1 INSTRUMENT PANEL REGISTER

a) Using a nylon pry tool, detach the 2 claws and 4 clips, and remove the instrument panel register.



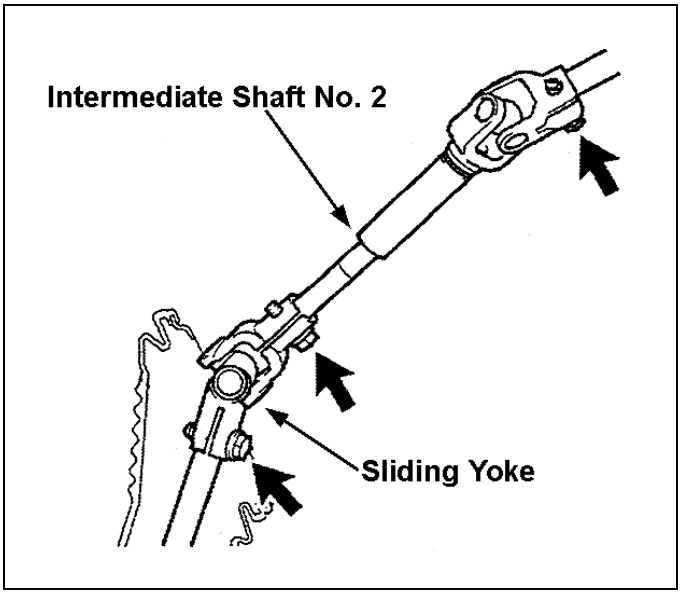
5. REMOVE THE LOWER INSTRUMENT FINISH PANEL

a) Remove the 2 screws.
b) Disconnect the hood lock control cable.
c) Using a nylon pry tool, detach the 4 claws and 5 clips.
d) Disconnect all connectors and remove the finish panel.



6. RAISE THE VEHICLE OFF THE GROUND

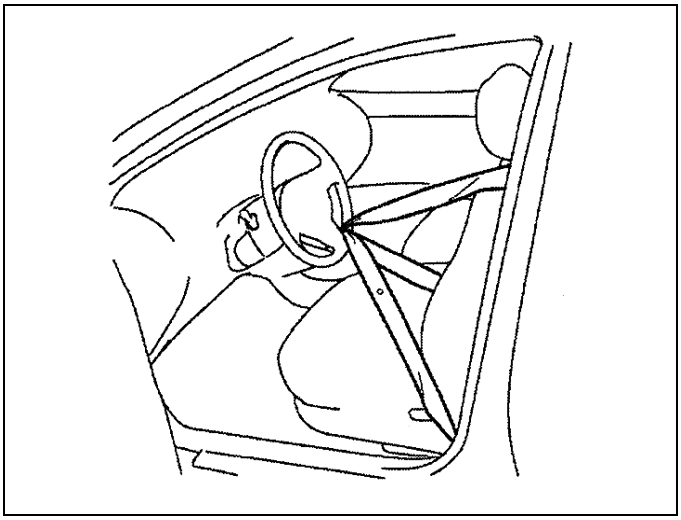
a) Confirm that the vehicle is raised so that the tires are off the ground. This is to prevent a load from being placed on the intermediate shaft when the steering wheel is being turned.



7. LOOSEN THE BOLTS FOR THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE

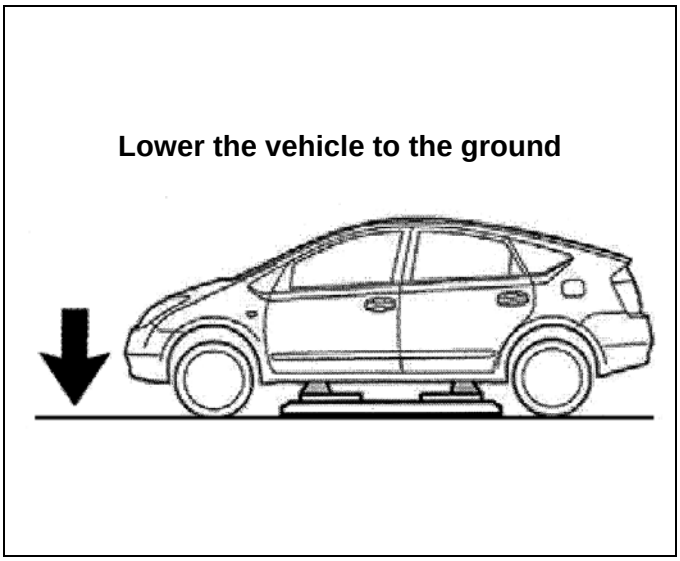
a) Loosen the 3 bolts shown in the illustration, but ***DO NOT*** remove them.

NOTE:
DO NOT remove the 3 bolts! Doing so may cause the splines to disengage, changing the center point position.



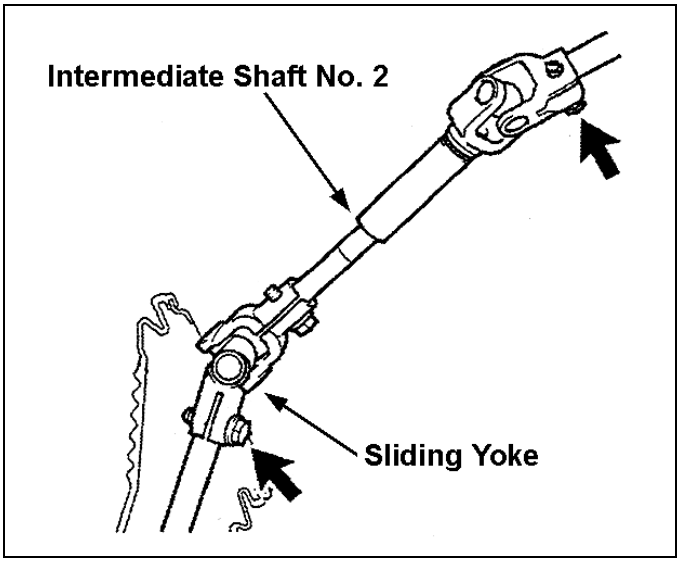
8. HOLD THE STEERING WHEEL IN POSITION

a) Make sure the front wheels are in a straight-ahead position and the steering wheel is centered.
b) Using the seat belt, hold the steering wheel in position as shown in the illustration, in order to prevent damage to the spiral cable.



9. LOWER THE VEHICLE TO THE GROUND

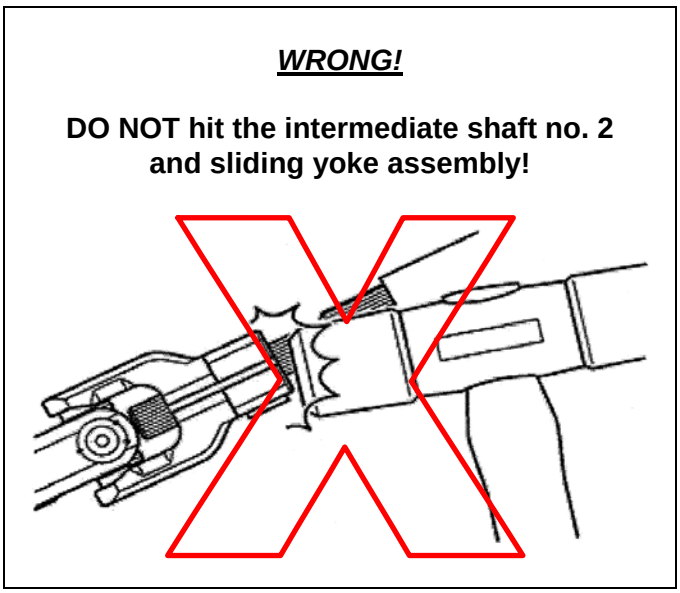
a) While holding the steering wheel in the centered position, lower the vehicle to the ground until the tires touch. This will hold the steering gear in its center point position.



10. REMOVE THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY

a) Remove the 2 bolts shown in the illustration.
b) Remove the intermediate shaft No. 2 and the sliding yoke as an assembly.

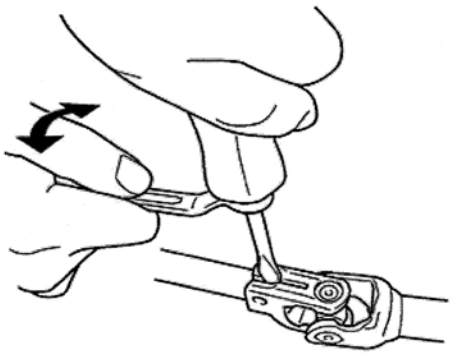
NOTE:
DO NOT turn the steering shaft when removing the intermediate shaft No. 2 and the sliding yoke assembly.



NOTE:
If you are having difficulty removing the intermediate shaft No. 2 and sliding yoke assembly from their splines, DO NOT hit them with a hammer or any other tool. Doing so may damage the shock absorbing mechanism or the joints of the steering system.

CORRECT!

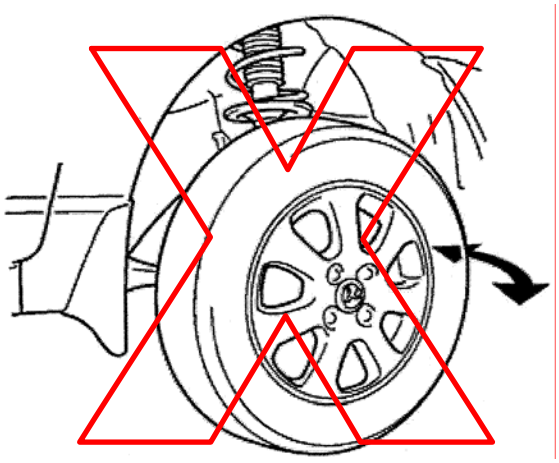
If necessary, use a screwdriver



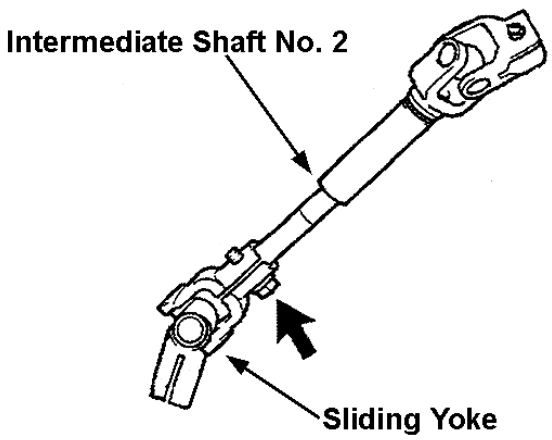
NOTE:
If you are having difficulty removing the intermediate shaft No. 2 and sliding yoke assembly from their splines, pry on the slot(s) with a screwdriver as shown in the illustration.

WRONG!

DO NOT move the tires!



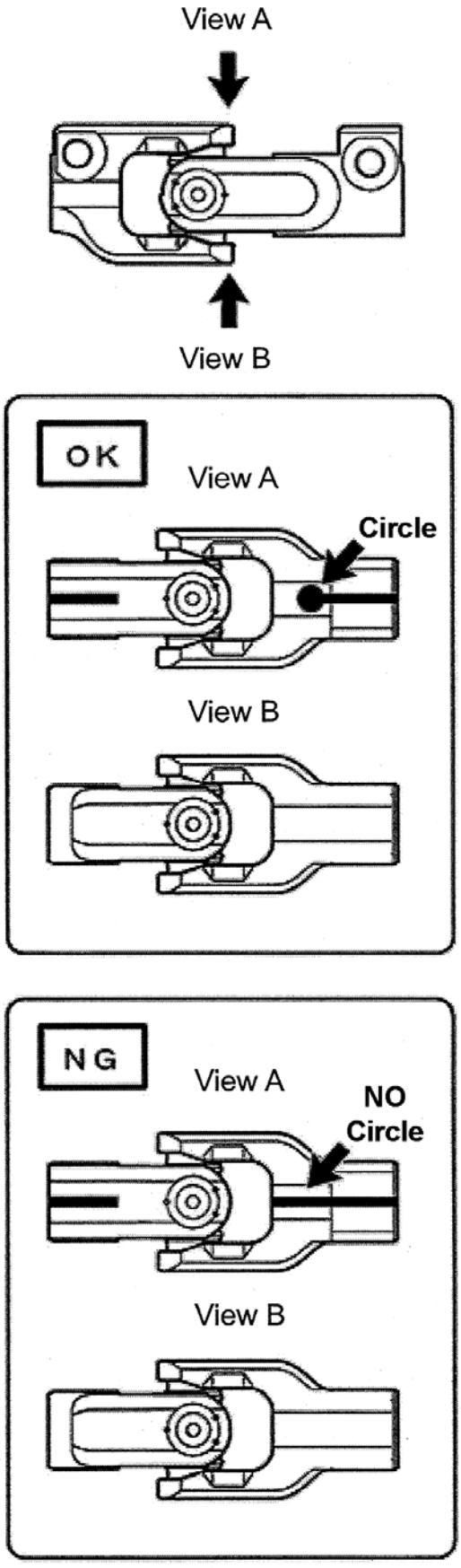
NOTE:
After removing the intermediate shaft No. 2 and sliding yoke assembly, DO NOT do anything that will cause the tires to move. Doing so will change the center point position of the steering gear.



11. SEPARATE THE INTERMEDIATE SHAFT NO. 2 AND THE SLIDING YOKE

a) Remove the bolt.
b) Separate the intermediate shaft No. 2 from the sliding yoke.

SECTION C



12. INSPECT THE SLIDING YOKE*

a) Inspect the shape of the slot on the sliding yoke as shown in the illustration to determine if it is OK or NG.

Sliding Yoke is OK:

- Replacement is ***NOT*** necessary, reuse the sliding yoke.

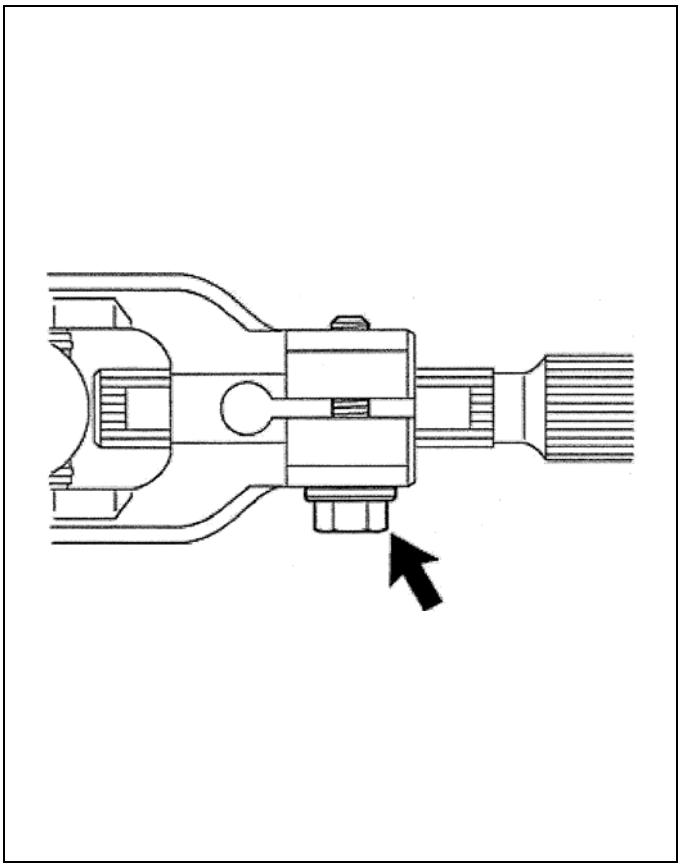
A VIDEO SHOWING AN OK SLIDING YOKE IS AVAILABLE BY CLICKING ON THIS LINK: (PRIUS_02C)

Sliding Yoke is NG:

- Replace the sliding yoke with a ***NEW*** one.

A VIDEO SHOWING AN NG SLIDING YOKE IS AVAILABLE BY CLICKING ON THIS LINK: (PRIUS_03C)

*** NOTE:**
If the part number 04005-72247 is no longer available, please use the part number 04005-72147 and replace the intermediate shaft with the sliding yoke.



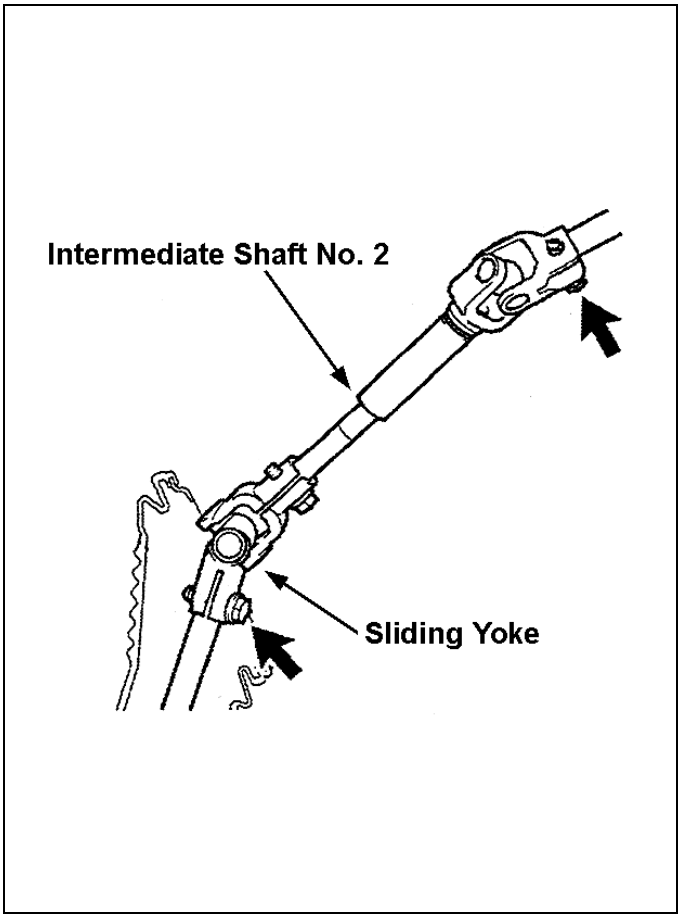
13. ASSEMBLE THE INTERMEDIATE SHAFT NO. 2 AND THE SLIDING YOKE ASSEMBLY

a) Insert a **NEW** intermediate shaft No. 2 into the (REUSED* or NEW*) sliding yoke.

*** Depends on the inspection results from step 12 on the previous page.**

b) Reinstall the bolt, but ***DO NOT*** tighten so that the sliding yoke can move freely on the splines of the intermediate shaft.

NOTE:
The sliding yoke can ONLY be installed one way onto the intermediate shaft No. 2 that allows the bolt to be reinstalled without damaging the splines.



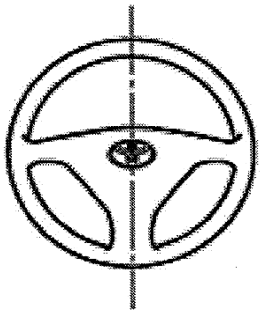
14. REINSTALL THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY

a) Make sure that the front tires are still on the ground and facing straight ahead.
b) While another technician is holding the steering wheel in the center point position, reinstall the intermediate shaft No. 2 and the sliding yoke assembly.
c) Reinstall the 2 bolts shown in the illustration, but ***DO NOT*** tighten.

NOTE:

- **DO NOT install the intermediate shaft No. 2 and sliding yoke assembly upside down.**
- **The splines can be inserted in any direction. It is NOT necessary to align the ends of the intermediate shaft No. 2 and sliding yoke assembly.**
- **During reinstallation, DO NOT hit the intermediate shaft No. 2 and sliding yoke assembly with a hammer or any other tool.**

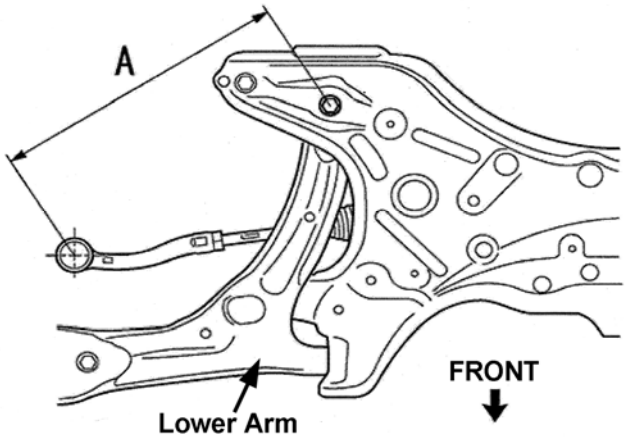
Hold the steering wheel in its centered position



15. CONFIRM THE STEERING GEAR CENTER POINT POSITION

a) While holding the steering wheel in the centered position, raise the vehicle up so that the tires are off the ground.

Measurement Points



b) Measure the distance between the same steering gear tie rod end and the corresponding bolt for the rear section of the front lower arm that was done in step 3b on page 10.

New Measurement Value:

- **A =_____ mm**

c) Is the new measurement the same as the original measured value taken in step 3b on page 10?

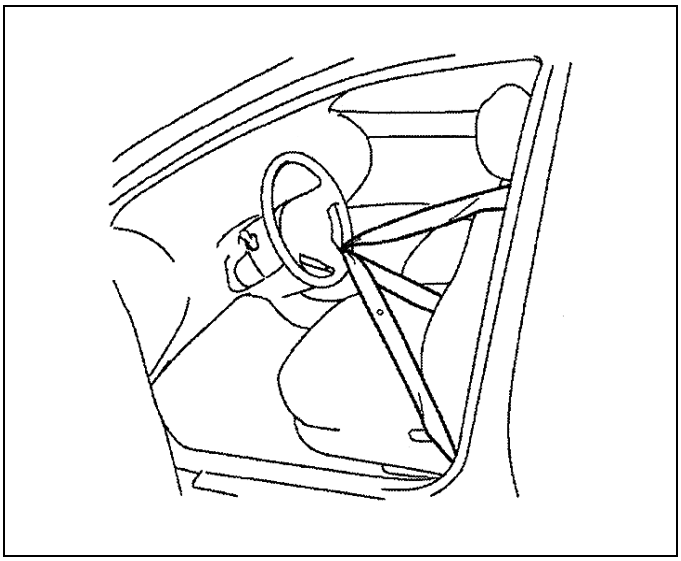
NO:

- **Readjust the steering gear center point position back to the original measurement value.**
- **Repeat the following steps:**

  Step “8 HOLD THE STEERING WHEEL IN POSITION” on page 11.
  Step “9. LOWER THE VEHICLE TO THE GROUND” on page. 12.
  Step “10. REMOVE THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY” on pages 12-13.
  Step “14. REINSTALL THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY” on page 15.
  Step “15. CONFIRM THE STEERING GEAR CENTER POINT POSITION”, on this page.

YES:

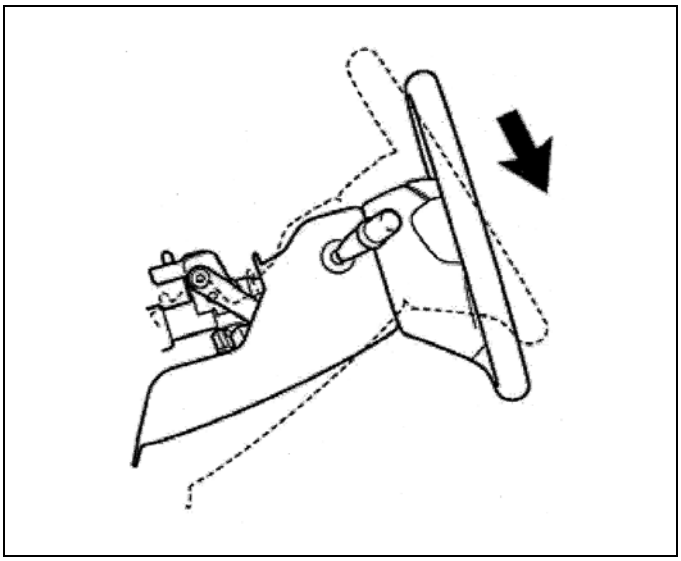
- **Proceed to the next step.**



16. RELEASE THE STEERING WHEEL

a) Release the seat belt and remove it from the steering wheel.

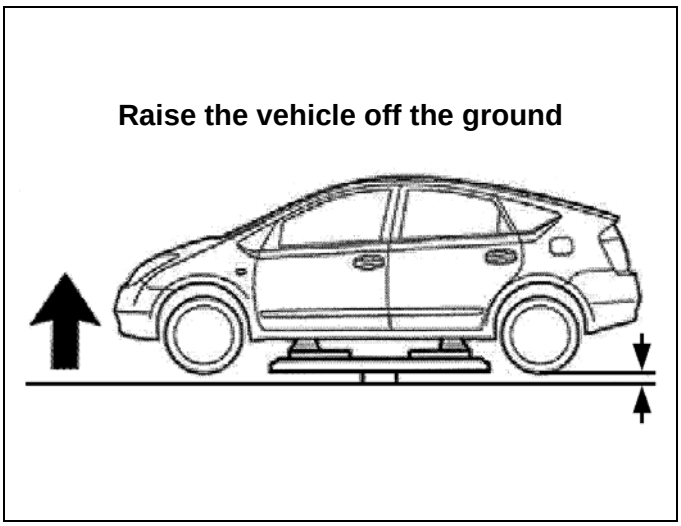
NOTE:
DO NOT damage the steering wheel during this process.



17. TILT THE STEERING COLUMN TO THE LOWEST POSITION

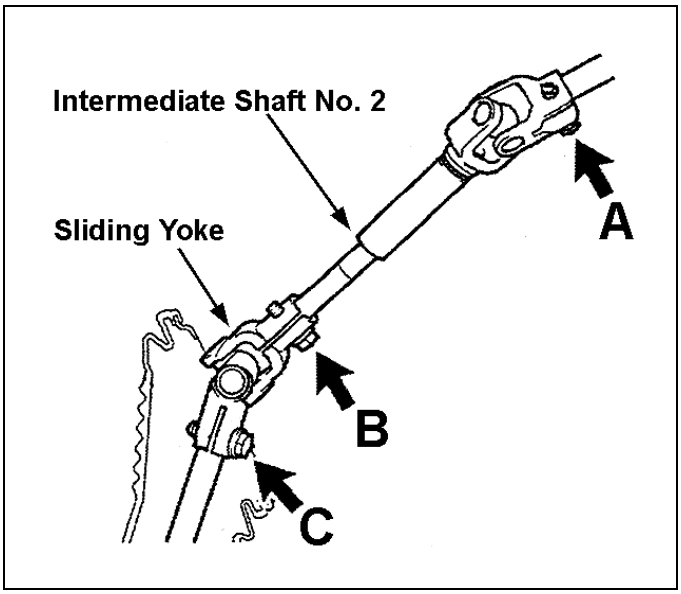
a) Tilt the steering column to its lowest point.

NOTE:
The length of the steering column shaft varies slightly depending on the tilt angle. Make sure to place the steering column at its lowest position (as seen in the illustration) before tightening the bolts.



18. RAISE THE VEHICLE OFF THE GROUND

a) Confirm that the vehicle is raised so that the tires are off the ground to prevent a load on the steering shaft when the steering wheel is turned.

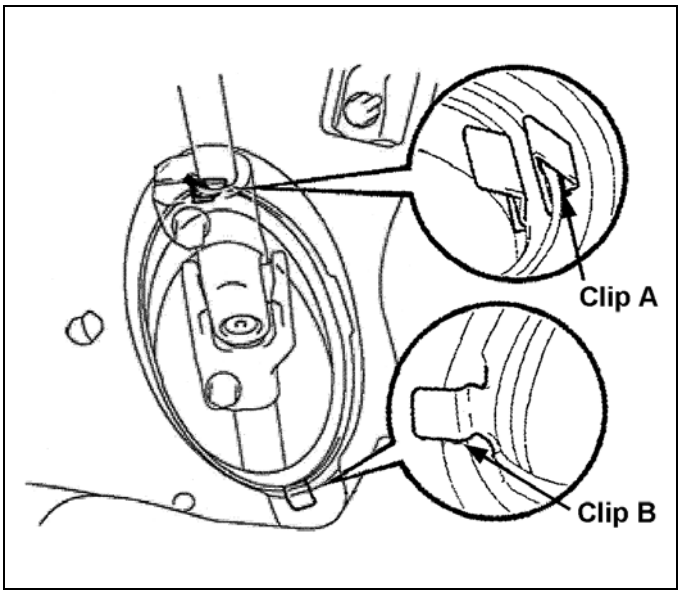


19. TIGHTEN THE BOLTS FOR THE INTERMEDIATE SHAFT AND SLIDING YOKE

a) Tighten the 3 bolts to specification in the following order:

Tightening Sequence:
Bolt “A”, Bolt “C” then Bolt “B”

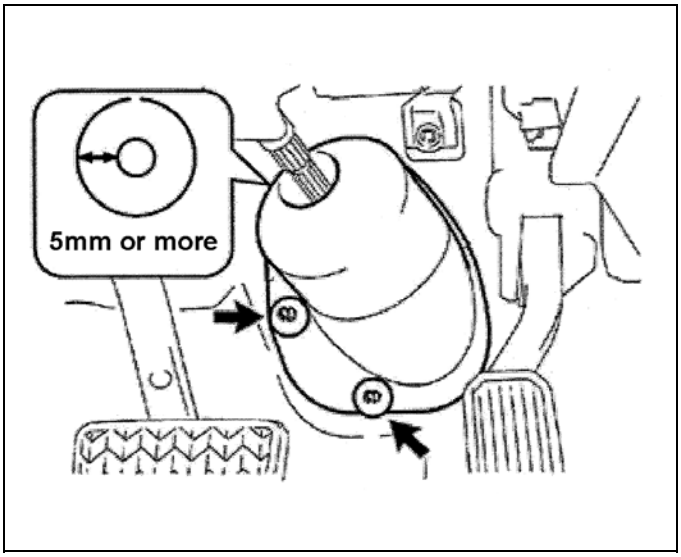
Torque Specification:
35 N·m (360 kgf·cm, 26 ft·lbf)



20. RECONNECT THE STEERING COLUMN HOLE COVER NO. 1

a) Seat clip B then clip A.

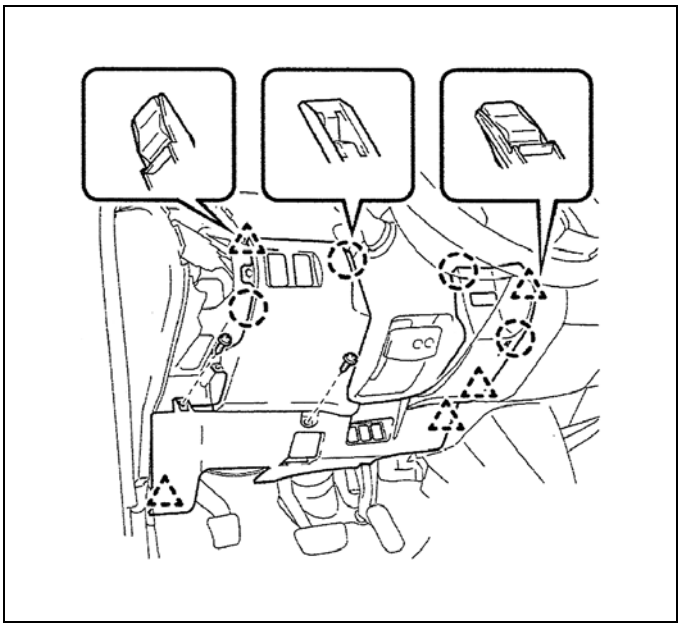
NOTE:
Be careful not to damage clip B.



21. REINSTALL THE COLUMN HOLE COVER SILENCER SHEET

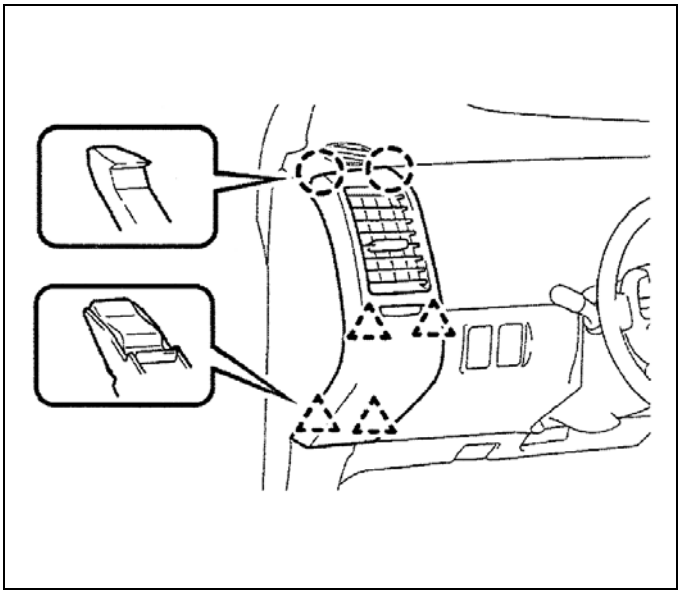
a) Reinstall the column hole cover silencer sheet.
b) Reinstall the 2 clips.
c) Confirm that the clearance between the intermediate shaft No. 2 and the column hole cover is 5 mm or more.
d) Fold the floor carpet back into position.

SECTION C



22. REINSTALL THE LOWER INSTRUMENT FINISH PANEL

a) Reinstall the lower instrument finish panel and reconnect all connectors.
b) Reattach the 4 claws and 5 clips.
c) Reconnect the hood lock control cable.
d) Reinstall the 2 screws.



23. REINSTALL THE NO. 1 INSTRUMENT PANEL REGISTER

a) Reinstall the instrument panel register, and reattach the 2 claws and 4 clips.

24. INSPECT THE STEERING COLUMN TILT FUNCTION FOR PROPER OPERATION

25. TURN THE STEERING WHEEL FROM LEFT-TO-RIGHT TO INSPECT FOR PROPER OPERATION AND FEEL

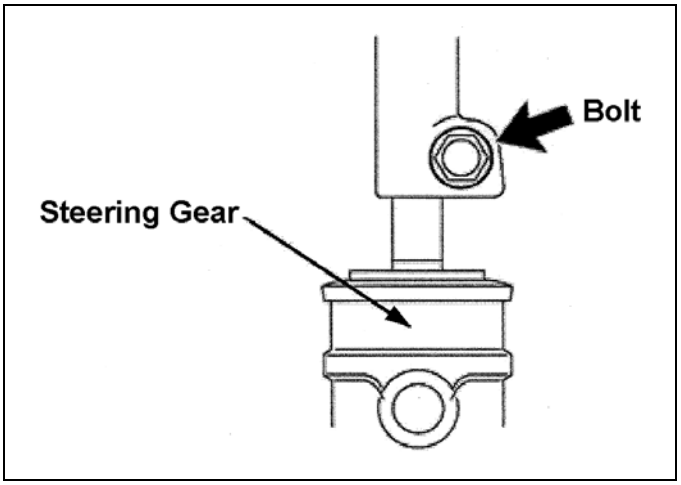
26. INSPECT THAT THE STEERING WHEEL IS CENTERED

27. REPAIRS ARE COMPLETED

SECTION C

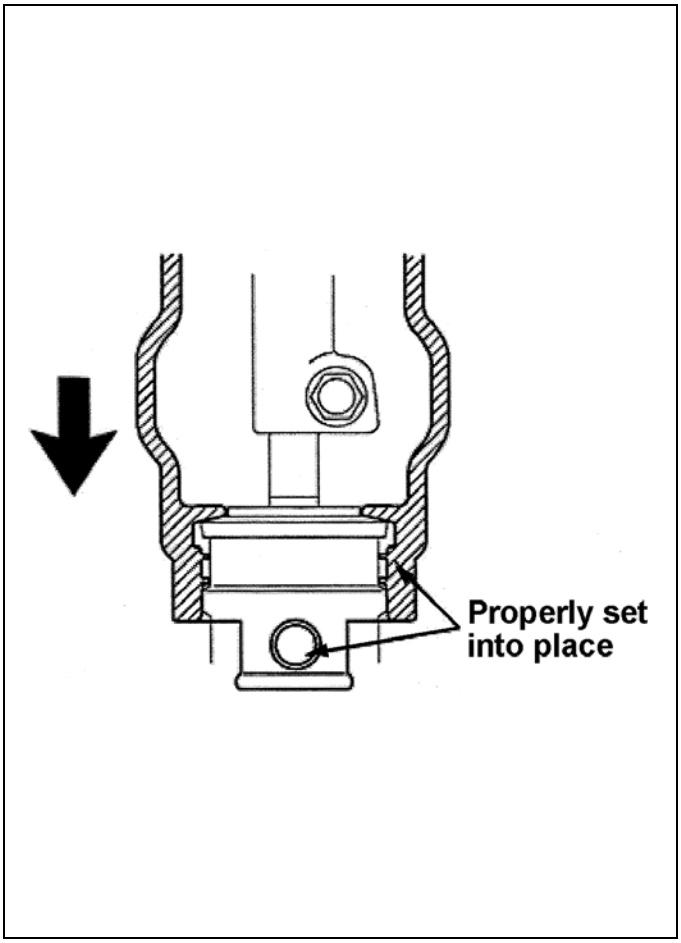
D. DETAILED INSPECTION OF THE INTERMEDIATE (EXTENSION) SHAFT NO. 1, INSPECT THE SLIDING YOKE AND REPLACE THE INTERMEDIATE SHAFT NO. 2

NOTE: USE THIS PROCEDURE ONLY IF THE SPLINES WERE VISIBLE IN SECTION "B. INTERMEDIATE (EXTENSION) SHAFT NO.1 INSPECTION," OTHERWISE FOLLOW STEPS IN SECTION C.



1. REMOVE THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 BOLT

a) While holding up the column hole cover, remove the bolt.



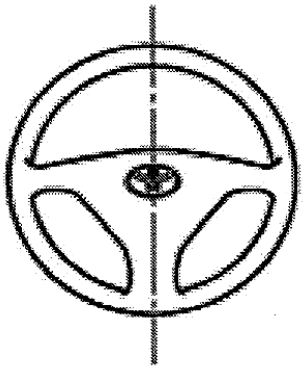
2. REINSTALL THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

a) Align the hole on the steering column hole cover with the raised circle on the steering gear.
b) Pull the column hole cover down and over the steering gear assembly.
c) Confirm the following:

- **The column hole cover is properly set onto the entire circumference of the steering gear, see illustration.**
- **The hole in the column hole cover is properly set over the raised circle of the steering gear, see illustration.**

NOTE:
The intermediate (extension) shaft No.1 will be removed from inside the cabin. If the steering hole cover is not positioned correctly, it will be difficult to reinsert the intermediate (extension) shaft No.1 to the steering gear.

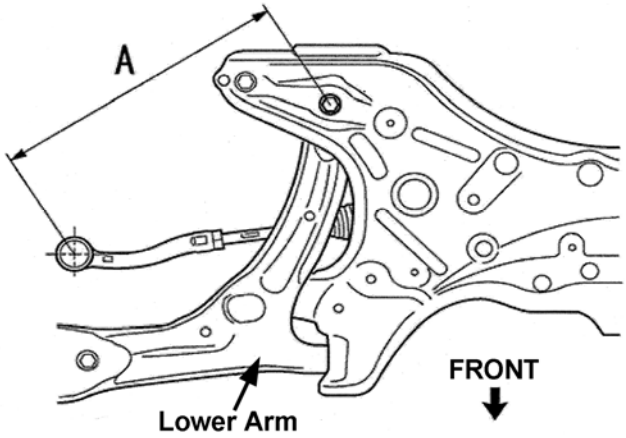
Center the Steering Wheel



3. DETERMINE THE STEERING GEAR CENTER POINT POSITION

a) Place the front wheels in a straight-ahead position and center the steering wheel.

Measurement Points



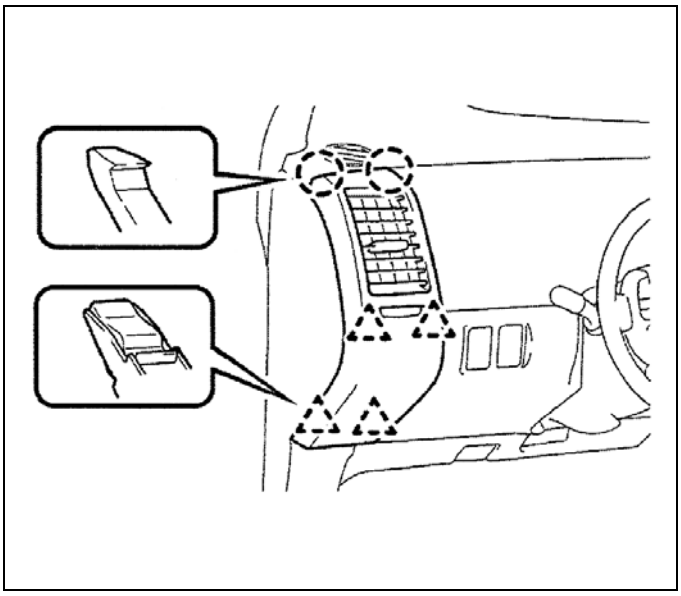
b) Measure and record the distance between one of the steering gear tie rod ends and the corresponding bolt for the rear section of the front lower arm, as shown in the illustration.

Original Measurement Value:

- **A =_____ mm**

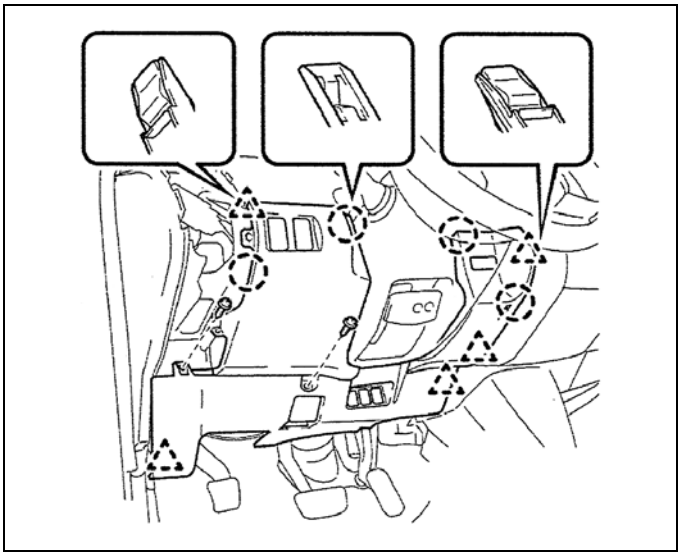
NOTE:

- **While working on the vehicle it is possible to accidentally move the steering gear off its center point position.**
- **If the repairs are completed with the steering gear off-center damage to the airbag spiral cable may occur.**
- **The measurement must be done prior to vehicle disassembly.**
- **The measurement can be performed on either the left or right steering gear tie rod.**



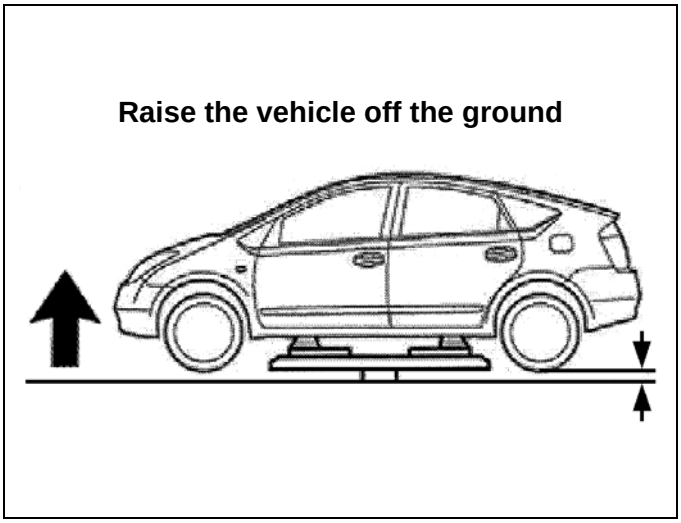
4. REMOVE THE NO. 1 INSTRUMENT PANEL REGISTER

a) Using a nylon pry tool, detach the 2 claws and 4 clips, and remove the instrument panel register.



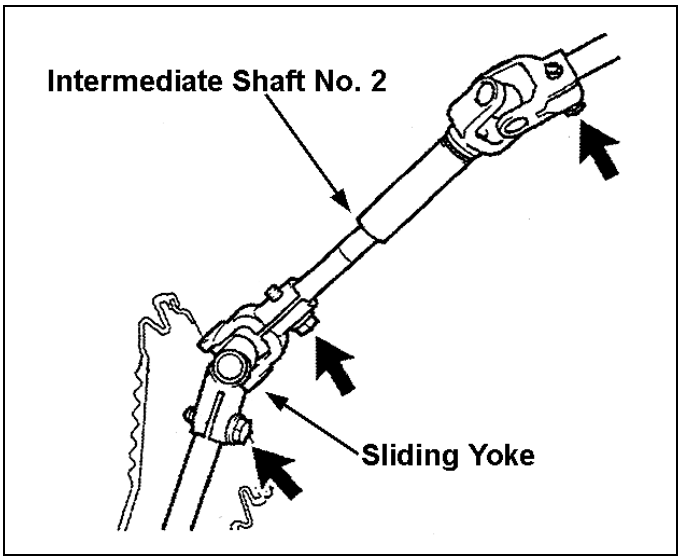
5. REMOVE THE LOWER INSTRUMENT FINISH PANEL

a) Remove the 2 screws.
b) Disconnect the hood lock control cable.
c) Using a nylon pry tool, detach the 4 claws and 5 clips.
d) Disconnect all connectors and remove the finish panel.



6. RAISE THE VEHICLE OFF THE GROUND

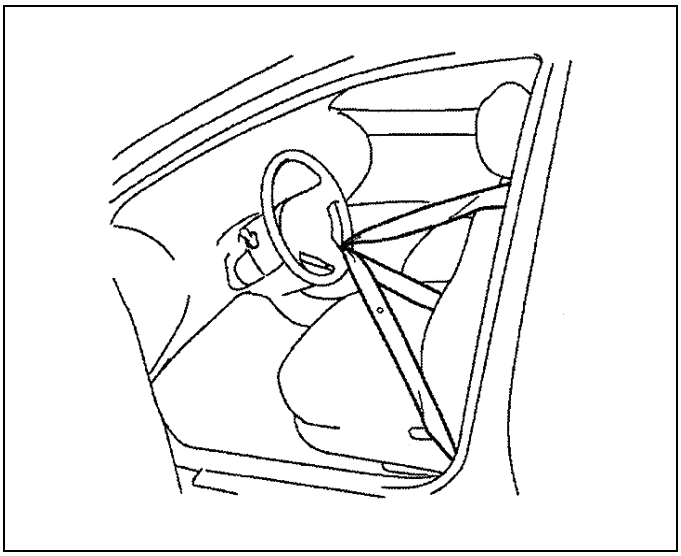
a) Confirm that the vehicle is raised so that the tires are off the ground. This is to prevent a load from being placed on the intermediate shaft when the steering wheel is being turned.



7. LOOSEN THE BOLTS FOR THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE

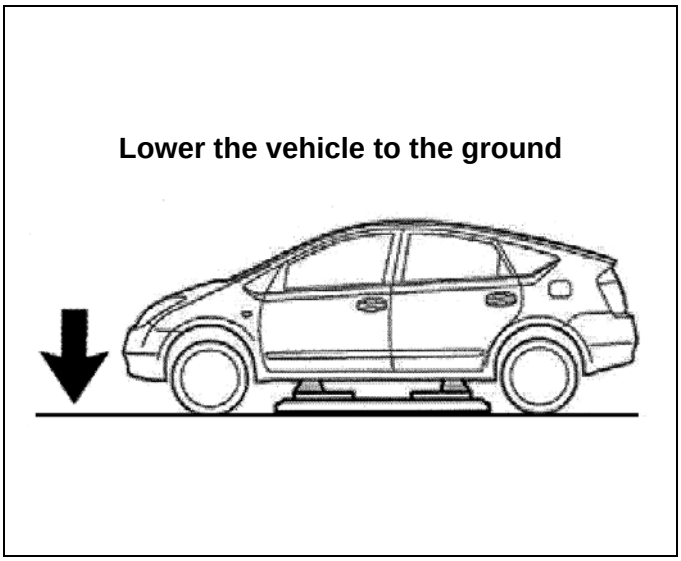
a) Loosen the 3 bolts shown in the illustration, but ***DO NOT*** remove them.

NOTE:
DO NOT remove the 3 bolts! Doing so may cause the splines to disengage, changing the center point position.



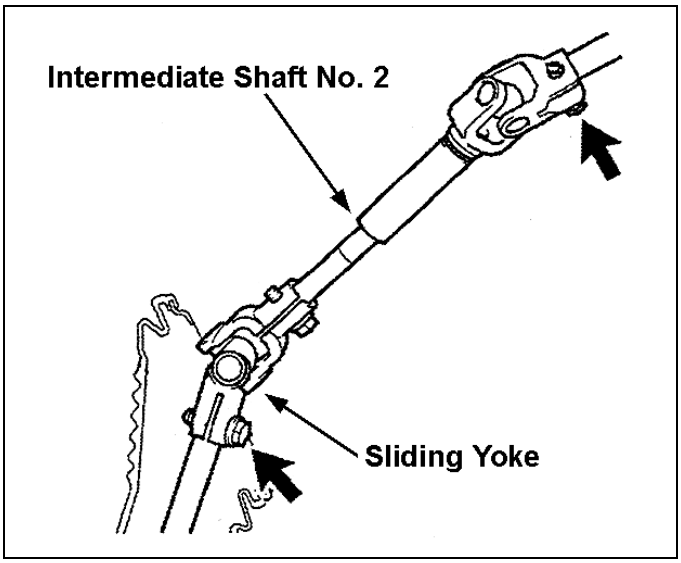
8. HOLD THE STEERING WHEEL IN POSITION

a) Make sure the front wheels are in a straight-ahead position and the steering wheel is centered.
b) Using the seat belt, hold the steering wheel in position as shown in the illustration, in order to prevent damage to the spiral cable.



9. LOWER THE VEHICLE TO THE GROUND

a) While holding the steering wheel in the centered position, lower the vehicle to the ground until the tires touch. This will hold the steering gear in its center point position.



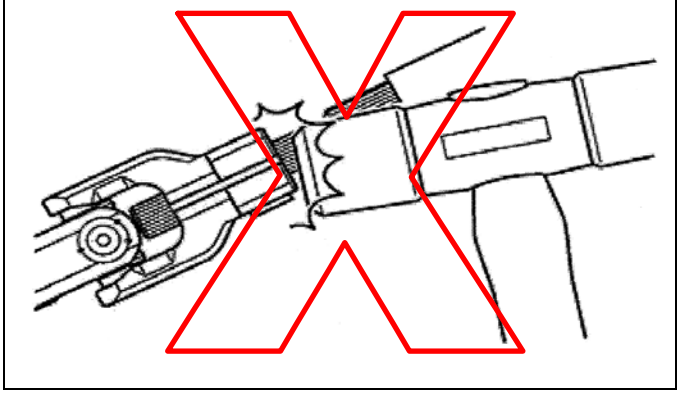
10. REMOVE THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY

a) Remove the 2 bolts shown in the illustration.
b) Remove the intermediate shaft No. 2 and the sliding yoke as an assembly.

NOTE:
DO NOT turn the steering shaft when removing the intermediate shaft No. 2 and the sliding yoke assembly.

WRONG!

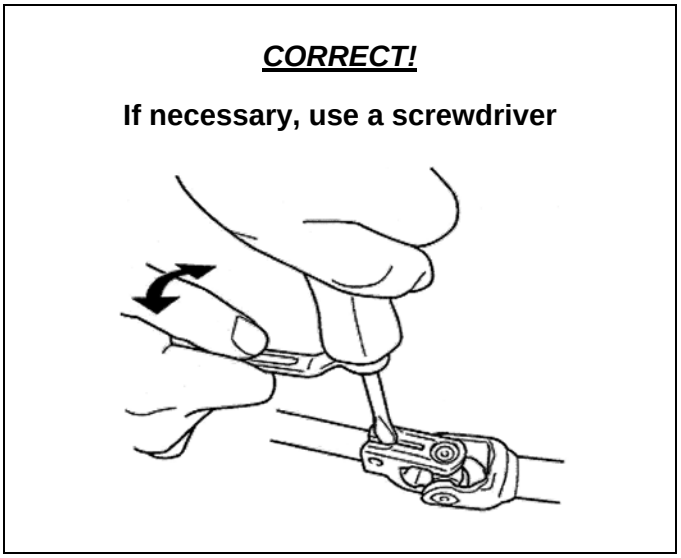
DO NOT hit the intermediate shaft no. 2 and sliding yoke assembly!



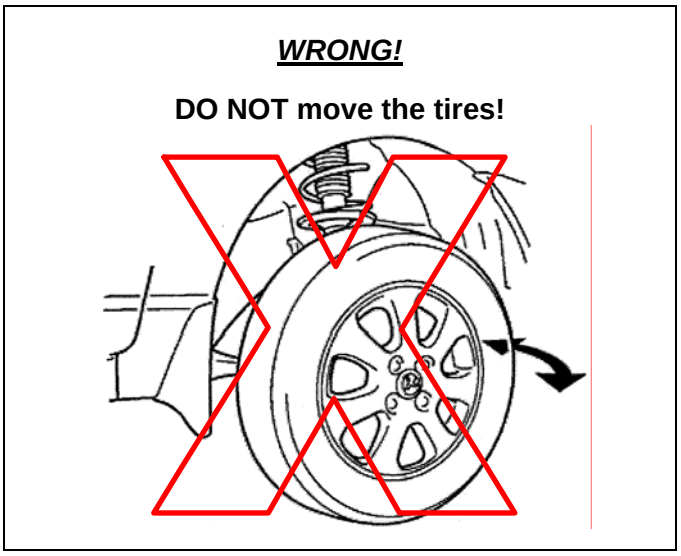
NOTE:
If you are having difficulty removing the intermediate shaft No. 2 and sliding yoke assembly from their splines, DO NOT hit them with a hammer or any other tool. Doing so may damage the shock absorbing mechanism or the joints of the steering system.

CORRECT!

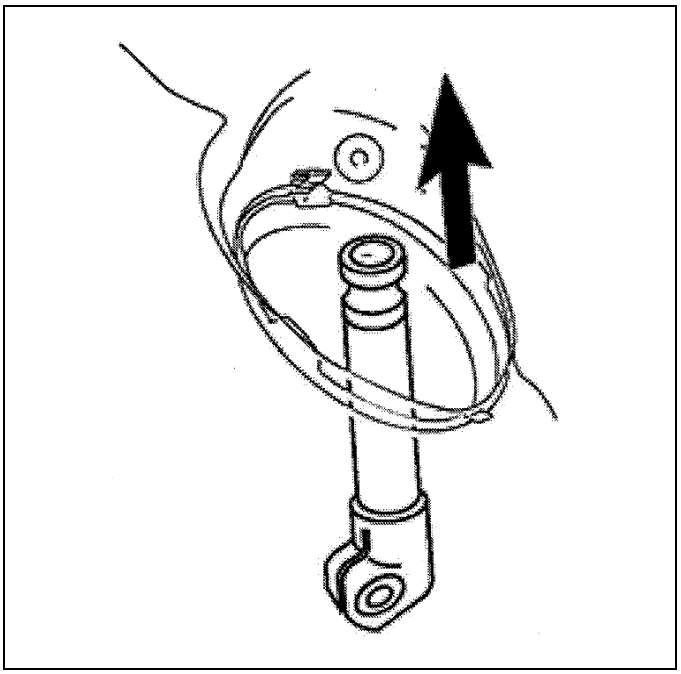
If necessary, use a screwdriver



NOTE:
If you are having difficulty removing the intermediate shaft No. 2 and sliding yoke assembly from their splines, pry on the slot(s) with a screwdriver as shown in the illustration.



NOTE:
After removing the intermediate shaft No. 2 and sliding yoke assembly, DO NOT do anything that will cause the tires to move. Doing so will change the center point position of the steering gear.

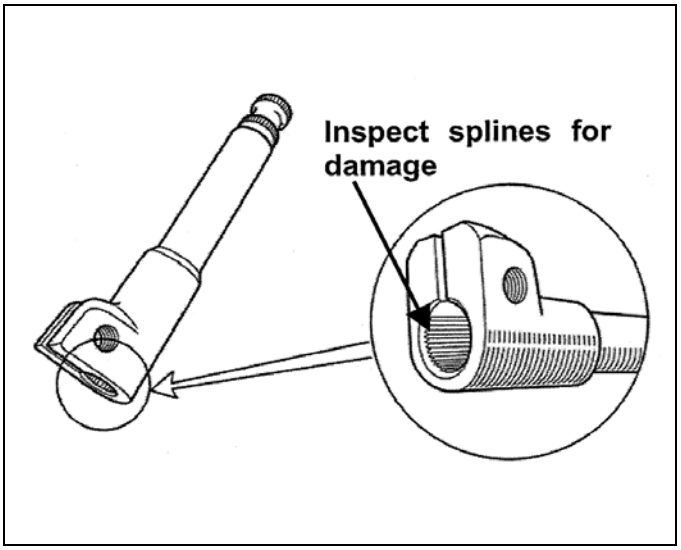


11. REMOVE THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 AND INSPECT FOR DAMAGE

a) Remove the intermediate (extension) shaft No. 1 from the passenger compartment side.

NOTE:

- **DO NOT turn the intermediate (extension) No. 1 shaft when removing it. Doing so will change the center point position of the steering gear.**
- **If you are having difficulty removing the intermediate (extension) shaft No. 1 from the steering gear, DO NOT hit it with a hammer or any other tool.**



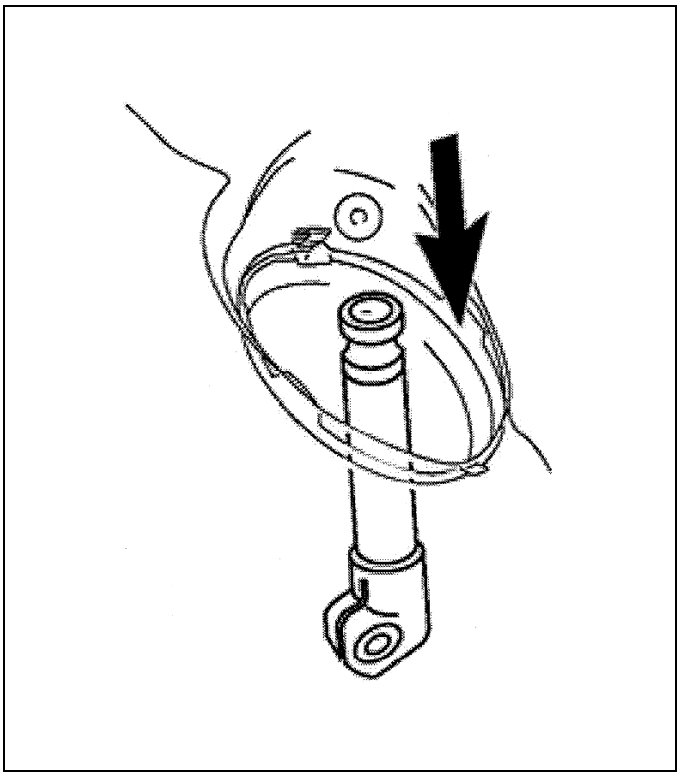
b) Inspect the internal splines of the intermediate (extension) shaft No. 1 for damage. Is damage present?

OK, NO damage:

- Intermediate (extension) shaft is ***OK.*** Replacement is ***NOT*** necessary, reuse the intermediate (extension) shaft and bolt.

NG, damaged:

- Intermediate (extension) shaft is ***NG.*** Replace the intermediate (extension) shaft No. 1 and the bolt with a ***NEW*** one.



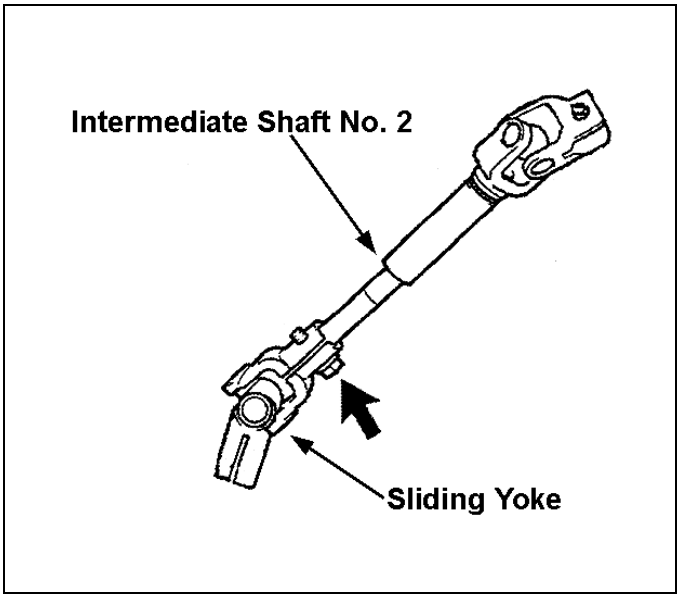
12. INSTALL THE INTERMEDIATE (EXTENSION) SHAFT NO. 1

a) Clean the steering gear shaft.
b) Install the (REUSED* or NEW*) intermediate (extension) shaft No. 1 from the passenger compartment, making sure to insert it all the way onto the steering gear.

*** Depends on the inspection results from the previous step above.**

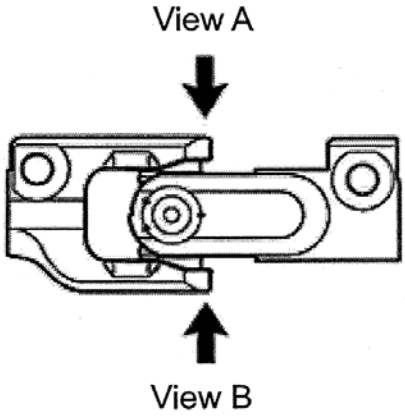
NOTE:

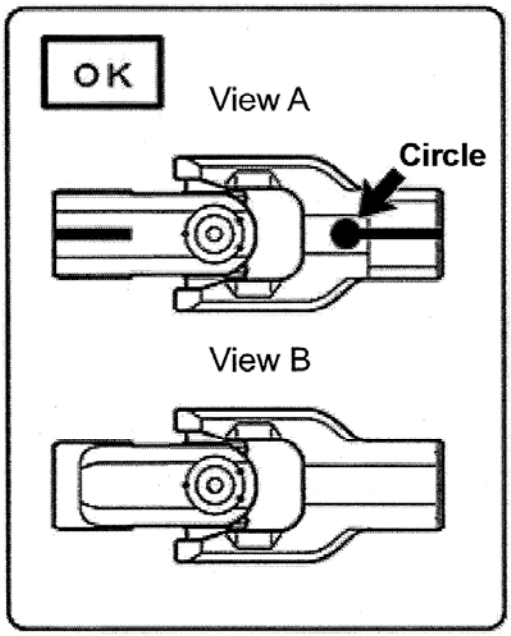
- **The intermediate (extension) shaft can be inserted onto the steering gear in any direction.**
- **DO NOT turn the intermediate (extension) shaft when installing it. Doing so will change the center point position of the steering gear.**

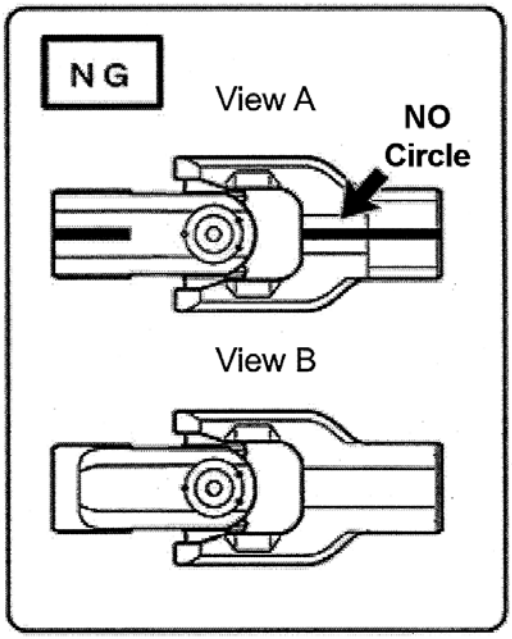


13. SEPARATE THE INTERMEDIATE SHAFT NO. 1 AND THE SLIDING YOKE

a) Remove the bolt.
b) Separate the intermediate shaft No. 2 from the sliding yoke.







14. INSPECT THE SLIDING YOKE*

a) Inspect the shape of the slot on the sliding yoke as shown in the illustration to determine if it is OK or NG.

Sliding Yoke is OK:

- Replacement is ***NOT*** necessary, reuse the sliding yoke.

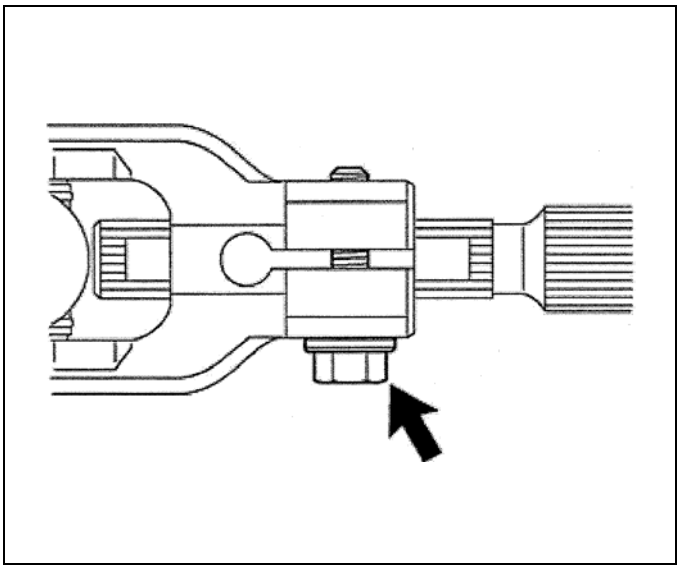
A VIDEO SHOWING AN OK SLIDING YOKE IS AVAILABLE BY CLICKING ON THIS LINK: (PRIUS_02C)

Sliding Yoke is NG:

- Replace the sliding yoke with a ***NEW*** one.

A VIDEO SHOWING AN NG SLIDING YOKE IS AVAILABLE BY CLICKING ON THIS LINK: (PRIUS_03C)

*** NOTE:**
If the part number 04005-72247 is no longer available, please use the part number 04005-72147 and replace the intermediate shaft with the sliding yoke.



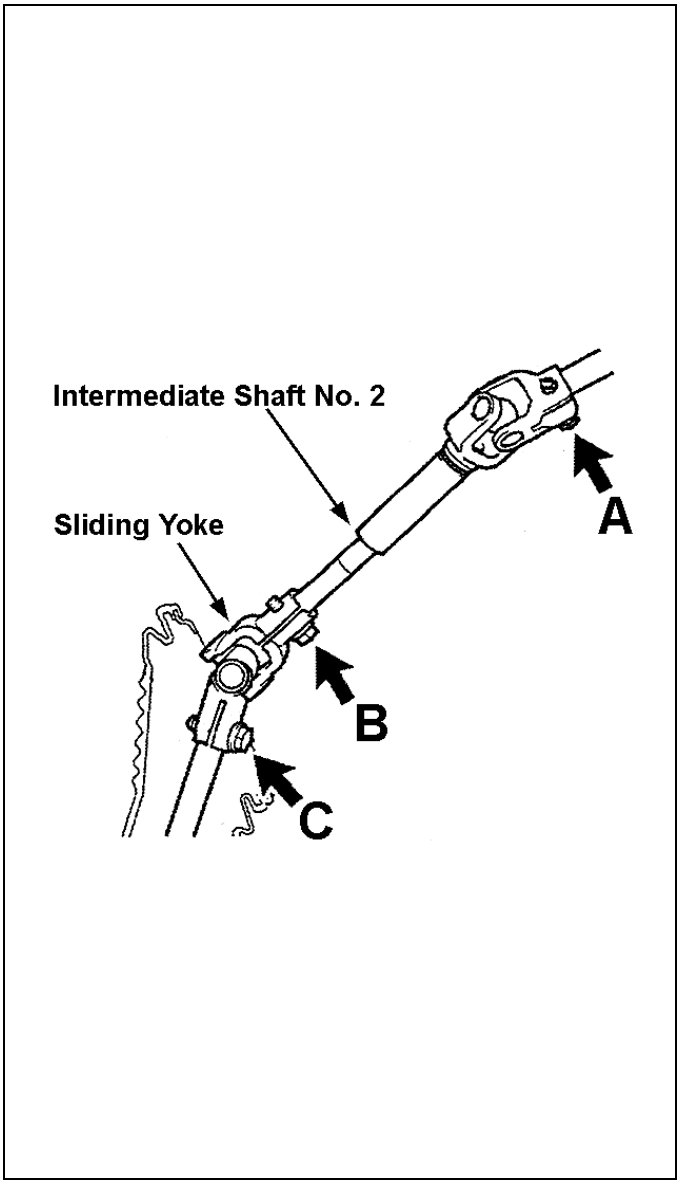
15. ASSEMBLE THE INTERMEDIATE SHAFT NO. 2 AND THE SLIDING YOKE ASSEMBLY

a) Insert a **NEW** intermediate shaft No. 2 into the (REUSED* or NEW*) sliding yoke.

*** Depends on the inspection results from step 14 on the previous page.**

b) Reinstall the bolt, but **DO NOT** tighten so that the sliding yoke can move freely on the splines of the intermediate shaft.

NOTE:
The sliding yoke can ONLY be installed one way onto the intermediate shaft No. 2 that allows the bolt to be reinstalled without damaging the splines.



16. REINSTALL THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY

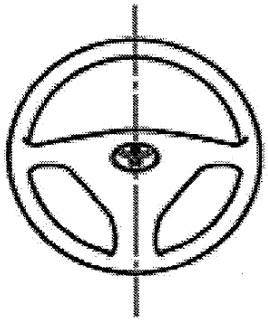
a) Make sure that the front tires are still on the ground and facing straight ahead.
b) While another technician is holding the steering wheel in the center point position, reinstall the intermediate shaft No. 2 and the sliding yoke assembly.
c) Reinstall the bolts “A” and “C” shown in the illustration, but ***DO NOT*** tighten.

NOTE:
- **DO NOT install the intermediate shaft No. 2 and sliding yoke assembly upside down.**
- **The splines can be inserted in any direction. It is NOT necessary to align the intermediate shaft No. 2 and sliding yoke assembly.**
- **During reinstallation, DO NOT hit the intermediate shaft No. 2 and sliding yoke assembly with a hammer or any other tool.**

d) Temporarily tighten bolts “B” so that the intermediate shaft No.2 will not extend or retract.

NOTE:
If bolt “B” is not securely tightened, the intermediate (extension) shaft No. 1 may disengage from the steering gear when moving the steering column hole cover to install the intermediate (extension) shaft No. 1 bolt.

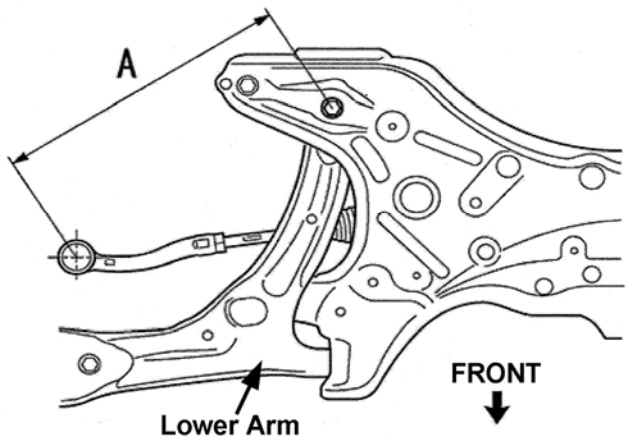
Hold the steering wheel In its centered position



17. CONFIRM THE STEERING GEAR CENTER POINT POSITION

a) While holding the steering wheel in the centered position, raise the vehicle up so that the tires are off the ground.

Measurement Points



b) Measure the distance between the same steering gear tie rod end and the corresponding bolt for the rear section of the front lower arm that was done in step 3b on page 21.

New Measurement Value:

- **A =_____ mm**

c) Is the new measurement the same as the original measured value taken in step 3b on page 21?

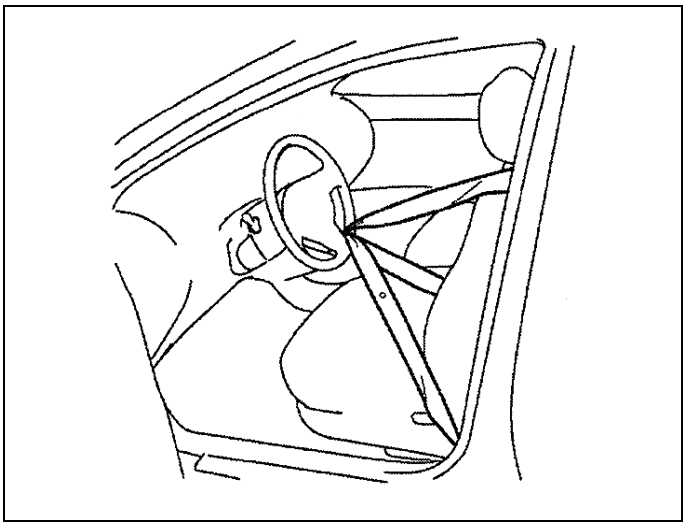
NO:

- **Readjust the steering gear center point position back to the original measurement value.**
- **Repeat the following steps:**

  Step “8. HOLD THE STEERING WHEEL IN POSITION” on page 23.
  Step “9. LOWER THE VEHICLE TO THE GROUND” on page 23.
  Step “10. REMOVE THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY” on pages 24-25.
  Step “16. REINSTALL THE INTERMEDIATE SHAFT NO. 2 AND SLIDING YOKE ASSEMBLY” on page 28.
  Step “17. CONFIRM THE STEERING GEAR CENTER POINT POSITION” on this page.

YES:

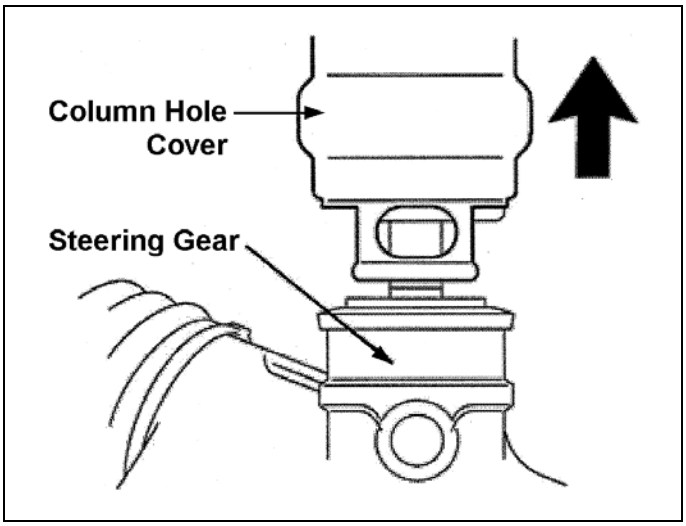
- **Proceed to the next step.**



18. RELEASE THE STEERING WHEEL

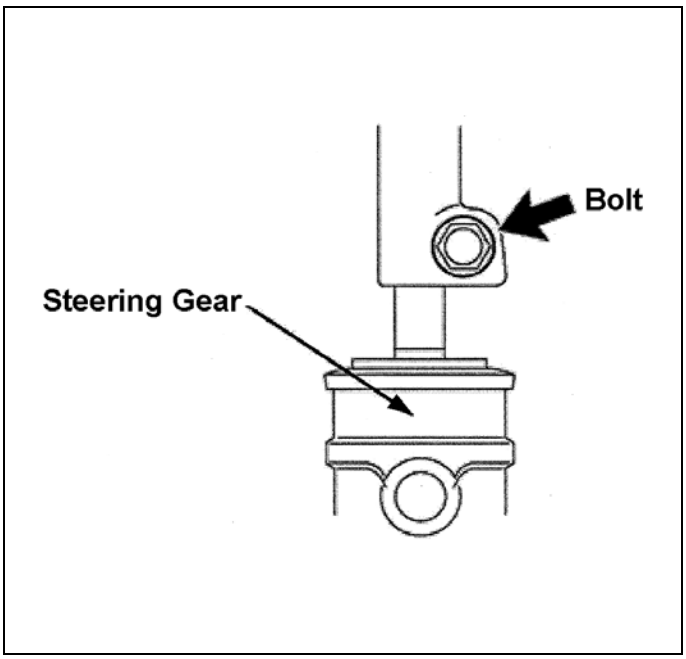
a) Release the seat belt and remove it from the steering wheel.

NOTE:
DO NOT damage the steering wheel during this process.



19. DISCONNECT THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

a) Disconnect the lower portion of the column hole cover by pushing it up and away from the steering gear assembly.



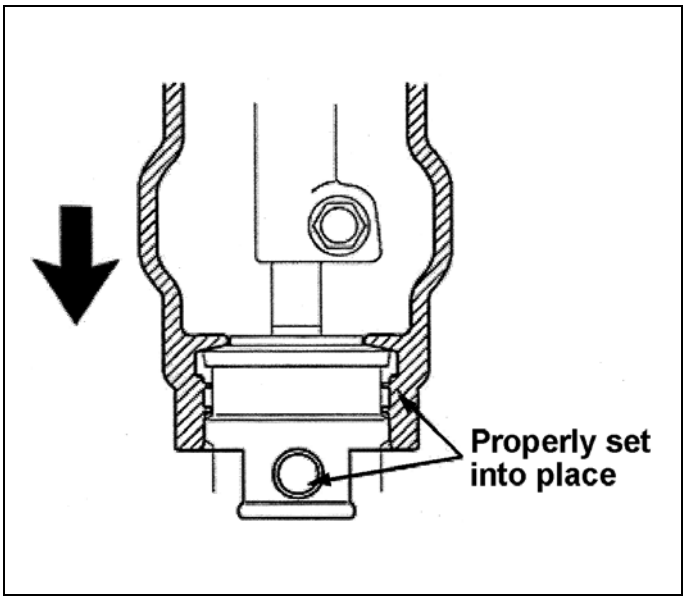
20. INSTALL AND TIGHTEN THE INTERMEDIATE (EXTENSION) SHAFT NO. 1 BOLT

a) While holding up the column hole cover, check that the intermediate (extension) shaft is fully inserted onto the steering gear.
b) Install a (REUSED* or NEW*) bolt and torque to specification. If necessary, turn the steering gear to make it easier to tighten the bolt.

*** Depends on the inspection results from step 11b, pg. 25.**

Torque Specification:
35 N·m (360 kgf·cm, 26 ft·lbf)

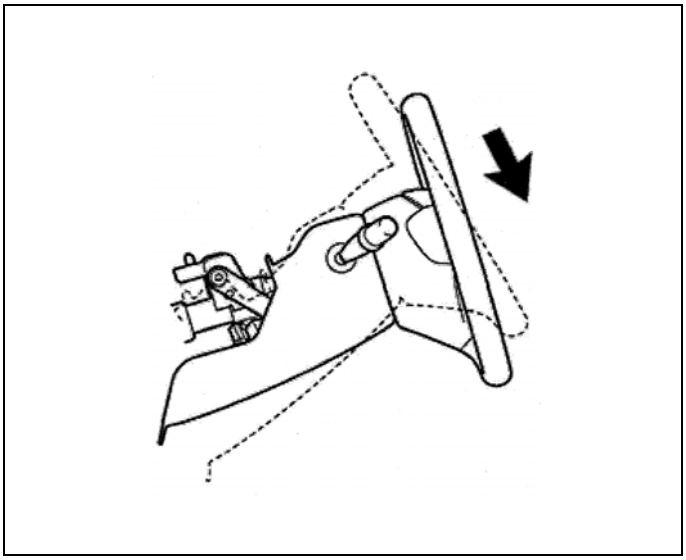
SECTION D



21. REINSTALL THE STEERING COLUMN HOLE COVER NO. 1 (ENGINE SIDE)

a) Align the hole on the steering column hole cover with the raised circle on the steering gear.
b) Pull the column hole cover down and over the steering gear assembly.
c) Confirm the following:

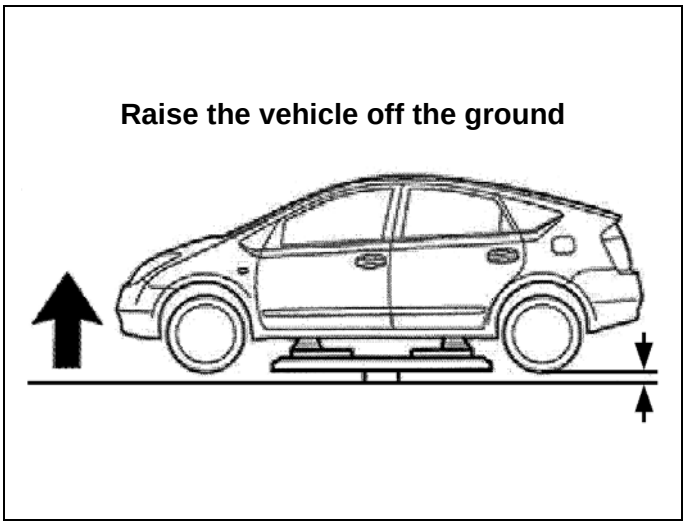
- **The column hole cover is properly set onto the entire circumference of the steering gear, see illustration.**
- **The hole in the column hole cover is properly set over the raised circle of the steering gear, see illustration.**



22. TILT THE STEERING COLUMN TO THE LOWEST POSITION

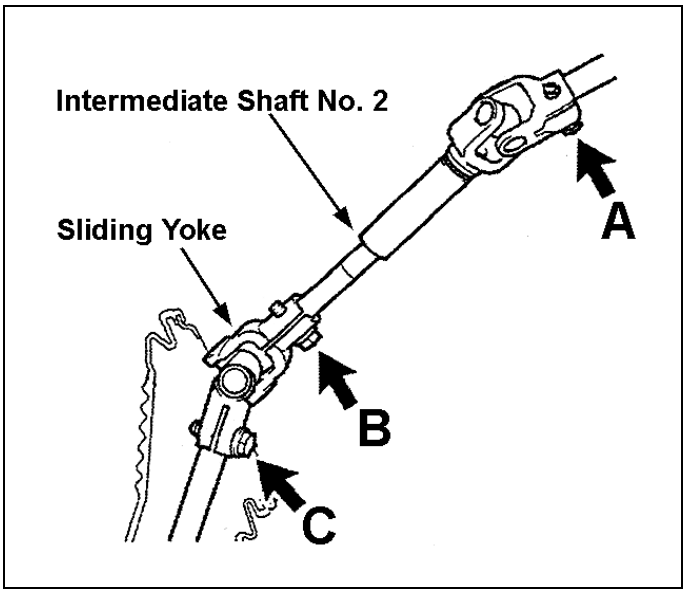
a) Tilt the steering column to its lowest point.

NOTE:
The length of the steering column shaft varies slightly depending on the tilt angle. Make sure to place the steering column at its lowest position (as seen in the illustration) before tightening the bolts.



23. RAISE THE VEHICLE OFF THE GROUND

a) Confirm that the vehicle is raised so that the tires are off the ground to prevent a load on the steering shaft when the steering wheel is turned.

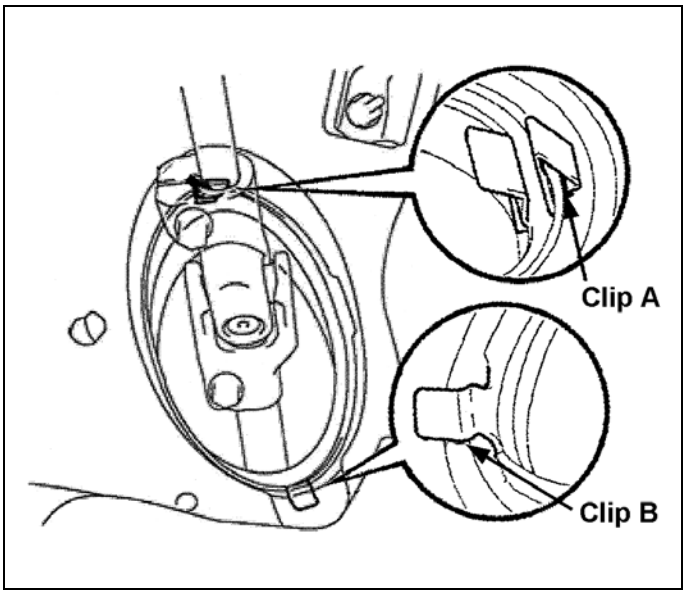


24. TIGHTEN THE BOLTS FOR THE INTERMEDIATE SHAFT AND SLIDING YOKE

a) Loosen bolt “B” so that it can be turned by hand.
b) Tighten the 3 bolts to specification in the following order:

Tightening Sequence:
Bolt “A”, Bolt “C” then Bolt “B”

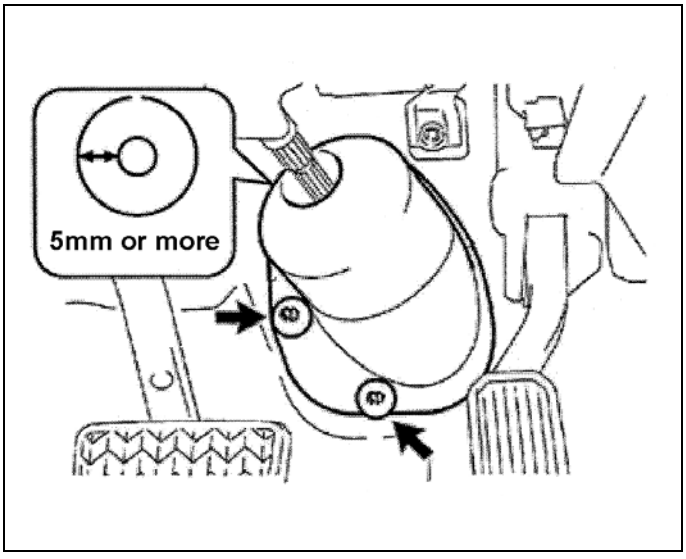
Torque Specification:
35 N·m (360 kgf·cm, 26 ft·lbf)



25. RECONNECT THE STEERING COLUMN HOLE COVER NO. 1

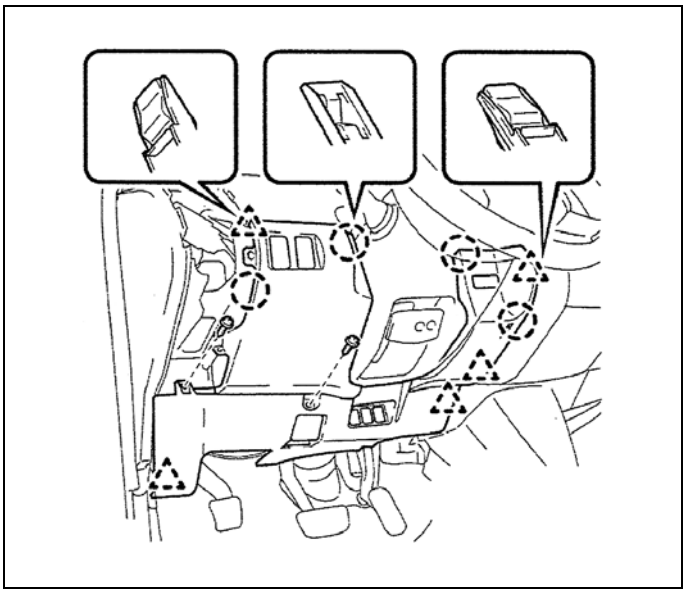
a) Seat clip B then clip A.

NOTE:
Be careful not to damage clip B.



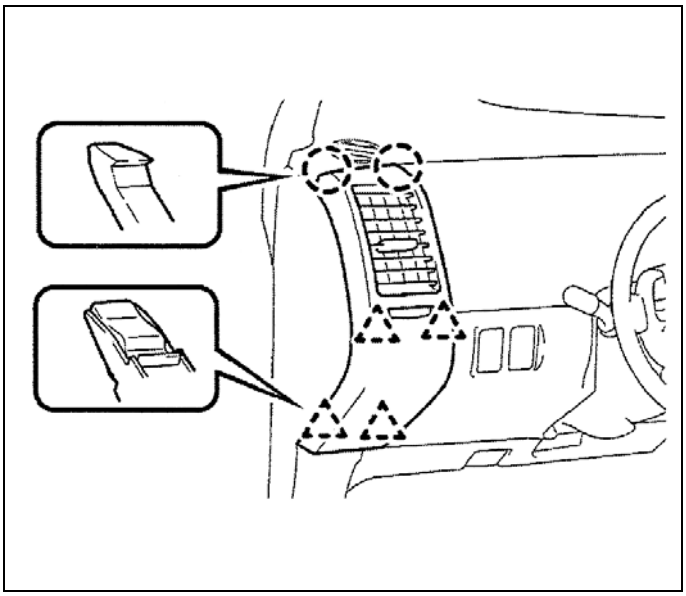
26. REINSTALL THE COLUMN HOLE COVER SILENCER SHEET

a) Reinstall the column hole cover silencer sheet.
b) Reinstall the 2 clips.
c) Confirm that the clearance between the intermediate shaft No. 2 and the column hole cover is 5 mm or more.
d) Fold the floor carpet back into position.



27. REINSTALL THE LOWER INSTRUMENT FINISH PANEL

a) Reinstall the lower instrument finish panel and reconnect all connectors.
b) Reattach the 4 claws and 5 clips.
c) Reconnect the hood lock control cable.
d) Reinstall the 2 screws.



28. REINSTALL THE NO. 1 INSTRUMENT PANEL REGISTER

a) Reinstall the instrument panel register, and reattach the 2 claws and 4 clips.

29. INSPECT THE STEERING COLUMN TILT FUNCTION FOR PROPER OPERATION

30. TURN THE STEERING WHEEL FROM LEFT-TO-RIGHT TO INSPECT FOR PROPER OPERATION AND FEEL

31. INSPECT THAT THE STEERING WHEEL IS CENTERED

32. REPAIRS ARE COMPLETED

SECTION D