# TOYOTA TOYOTA MOTOR NORTH AMERICA, INC.

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October 19, 2005

05V-389 Amendment

Mr. Ronald Medford Senior Associate Administrator, Vehicle Safety – NVS-010 National Highway Traffic Safety Administration 400 Seventh Street, S.W. Washington, D.C. 20590

Re:

1989 – 1995 MY Toyota 4Runner, Toyota Truck, and 1993 – 1998 MY Toyota T100 Steering Relay Rod Part 573, <u>Defect Information Report</u> 2005 OCT 20 A 9: 25

Dear Mr. Medford:

In accordance with the requirements of the National Traffic and Motor Vehicle Safety Act of 1966 and 49 CFR Part 573, on behalf of Toyota Motor Corporation ["TMC"], we hereby submit an amended Defect Information Report concerning the voluntary safety recall of certain 1989 – 1995 MY Toyota 4Runner and Toyota Truck vehicles as well as 1993 – 1998 MY Toyota T100 vehicles to address an issue with the steering relay rod, which Toyota had filed on September 6, 2005 [05V389000]. The campaign is being amended to include those vehicles not equipped with power steering. As a result, new owner letters are being produced which modifies our schedule for owner notification.

Should you have any questions about this report, please contact Mr. Sid Yokoi or Mr. Chris Santucci at (202) 775-1707.

Sincerely,

TOYOTA MOTOR NORTH AMERICA, INC.

Chris Tinto Vice President

CT:cs Attachment

#### **DEFECT INFORMATION REPORT**

## 1. Vehicle Manufacturer Name:

Toyota Motor Corporation ["TMC"]
1, Toyota-cho, Toyota-city, Aichi-ken, 471-8571 Japan

New United Motor Manufacturer, Inc. ["NUMMI"] 45500 Fremont Boulevard, Fremont, CA 94538-6368, USA

## Affiliated U.S. Sales Company

Toyota Motor Sales, USA, Inc. ["TMS"] 19001 South Western Avenue, Torrance, CA 90509

# 2. <u>Identification of Affected Vehicles</u>:

Based on production records, we have determined the affected vehicle population as in the table below.

Make/	Model	Manufac	VIN			Production
Car Line	Year	turer	WMI	VDS	VIS	Period
Toyota 4Runner	1989	ТМС	ЈТ3	RN27V*	L0000001-M0001527	Dec 13, 1988
				RN37J*	L0000001-L0003295	
				RN37W*	L0000003-S0018023	
	1995			VN29V*	L0000002-S0071323	Nov 8, 1995
				VN39V*	L0000008-N0086679	1107 0, 1993
				VN39W	L0000009-S8090198	
Toyota Truck	1989 - 1995	TMC	ЈТ4	RN01P*	K0000001-S7074484	
				RN01S*	K0000002-L7037840	
				RN02P*	K0000002-N7003126	Apr 25, 1988 - Feb 10, 1995
				RN13P*	K0000004-S6074137	
				RN13S*	K0000003-L6019894	
				VN01D*	K0000002-S2015252	
				VN01G*	K0000003-L2010339	100 10, 1993
				VN02D*	K0000001-N2002581	
				VN13D*	K0000001-S5156609	
				VN13G*	K0000005-S5156608	
		NUMMI	4TA	RN01P*	NZ006267-SZ329658	Mar 2, 1992 - Dec 23, 1994
				RN13P*	PZ094962-SZ329644	
				VN01D*	NZ007867-SZ329649	
				VN13D*	PZ094987-SZ329653	
Toyota T100	1993			KN22D*	T0015859-T0015859	
				UN22D*	T0016861-W0057224	
				UN24D*	T0016860-W0057225	
				VD20A*	P0001001-R0015886	Mar 13, 1992
	-	TMC	JT4	VD20C*	P0001005-R0015869	-
	1998			VD21E*	S0001012-S0016786	July 30, 1998
				VD21F*	S0001009-S0001267	
				VD22E*	S0001116-S0016859	
				VD22F*	S0001045-S0016858	

Note: Although the involved vehicles are within the above VIN range, not all vehicles in this range

were sold in the U.S.

Component Containing Defect: Steering Relay Rod

Manufacturer Name:

SOMIC ISHIKAWA INC.

Address:

500, Furukawa-cho, Hamamatsu-City, Shizuoka Pref.,

435-8560 Japan

Telephone:

+81-53-425-2111

## Total Number of Vehicles Potentially Affected:

977,839

# 4. Percentage of Vehicles Estimated to Actually Experience Malfunction:

Unknown

#### 5. <u>Description of Problem</u>:

On the involved vehicles, if the steering wheel is repeatedly turned under certain conditions where high steering effort is required, for instance, when fully turning the wheel while the vehicle is stopped, a fatigue crack may develop in the steering relay rod.

#### 6. Chronology of Principal Events:

#### End of October 2004

TMC conducted a safety campaign for the steering relay rod on certain Toyota Hilux and Hilux Surf vehicles in Japan. TMC considered that problem was the result of the unique operating condition in Japan, i.e., frequent standing full lock turns, such as for narrow parking spaces and close-quarter maneuvering. Although TMC did not receive similar information from the U.S., TMC continued monitoring field information and started to recover subject parts from markets other than Japan.

## November 2004 to July 2005

While investigating Toyota models that have a similar steering linkage, the T100 model was identified and some similar field information was confirmed. Therefore, an investigation was started into the T100.

Some relay rods from subject vehicles in service were recovered from the USA, Australia and Europe to investigate the durability condition and it was found that some parts had developed small cracks. All of the cracks had occurred at the steering gear connection.

As part of the investigation, TMC's production records indicated that the relay rod for the 4Runner and Truck manufactured for foreign markets were modified in 1996 for productivity improvement as well as durability. The relay rod for T100 was modified in 2000 for commonality. All recovered relay rods containing cracks were manufactured before the production modifications.

To confirm the durability of the current supply parts for the T100, an in-house durability test was conducted. As a result, TMC confirmed that the current supply parts have appropriate durability.

Durability of the previous design relay rod for the T100 were estimated with current part durability test results and it was found that if specific steering inputs are repeatedly made under certain conditions for a long duration, a fatigue crack may develop.

August 2005

Based upon the investigation described above, high steering effort maneuvers, such as standing full lock turns are repeated over a long duration, may cause the subject relay rod to develop a fatigue crack. If the vehicle is continued to be operated in this condition, in the worst case, the relay rod may fracture. Therefore, Toyota decided to conduct a voluntary safety recall campaign. This safety campaign will also be conducted in Canada, Australia, and other countries.

# 7. <u>Description of Corrective Repair Action</u>:

All known owners of the subject vehicles will be notified by first class mail to return their vehicles to any Toyota dealer for replacement of the steering relay rod.

#### Reimbursement Plan for pre-notification remedies

The owner letter will instruct vehicle owners that have had their steering relay rod replaced for a similar condition prior to this campaign to seek reimbursement by mailing a copy of their repair order, proof-of-payment, and proof-of-ownership for reimbursement consideration

(i) The beginning date of the Toyota reimbursement plan will be:

The reimbursement plan will cover repairs made no earlier than the following date, when the first vehicles of each subject vehicle were manufactured.

Toyota 4Runner:

December 13, 1988

Toyota Truck:

April 25, 1988 (for vehicles with WMI of JT4)

March 2, 1992 (for vehicles with WMI of 4TA)

Toyota T100:

March 13, 1992

(ii) The ending date of Toyota reimbursement plan will be: The ending date shall be at least 10 calendar days after the date on which the last owner notification was mailed, however Toyota will further review requests for reimbursement from involved vehicle owners on a case-by-case basis.

(iii) Toyota may exclude reimbursement, if:

- a. the pre-notification repair was not of the same type (repair, replacement, or refund of purchase price) as the recall remedy;
- b. the pre-notification repair was not reasonably necessary to correct the defect or noncompliance that led to the recall or a manifestation of the defect or noncompliance.
- c. the pre-notification remedy was not reasonably necessary to correct the defect or noncompliance; or;
- d. the repair was conducted as a result of vehicle accident or another reason not specifically related to the defect or noncompliance.
- (iv) Toyota will reimburse eligible customers for at least the cost of the steering relay rod, and the replacement labor. Other costs may be reimbursed on a case-by-case basis.
- (v) Owners requesting reimbursement must submit the appropriate documentation: repair order, proof-of-payment, and proof-of-ownership to Toyota for reimbursement consideration.

#### Recall Schedule: 8.

Mailing of the owner notifications will commence in late September 2005 and be completed around February 2006. Copies of the owner notification and dealer instructions will be submitted as soon as they are available.

#### Distributor/Dealer Notification Schedule: 9.

Notifications to distributors/dealers will be sent in mid-September 2005.