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Approved By: David Zellers

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OFFICE OF
DEFECTS INVESTIGATION

To: All Toyota Dealers
From: Toyota Customer Services

**50N - STEERING RELAY ROD REPLACEMENT
CERTAIN 1989 – 1995 TRUCK 4WD, 1990 – 1995 4RUNNER 2WD AND 4WD, AND
1993 – 1998 T100 4WD VEHICLES EQUIPPED WITH POWER STEERING**

*******URGENT*******

On September 6, 2005, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding certain 1989 – 1995 TRUCK 4WD, 1990 – 1995 4RUNNER 2WD/4WD, AND 1993 – 1998 T100 4WD vehicles equipped with power steering, with the intent to initiate an SSC.

On certain vehicles equipped with Power Steering, which include the 1989 – 1995 Model Year Truck 4WD, 1990 – 1995 Model Year 4Runner 2WD and 4WD, and 1993 – 1998 Model Year T100 4WD vehicles, if the steering wheel is repeatedly turned under certain conditions where high steering effort and power assist are required, for instance, when fully turning the wheel while the vehicle is stopped, a fatigue crack may develop in the Steering Relay Rod. In the worst case, the Steering Relay Rod may fracture, causing a loss of vehicle steering control and thus increasing the possibility of a crash.

This new SSC will involve the replacement of the steering relay rod. A dealer package including technical instructions and reimbursement procedures will be mailed to dealers in early September 2005. Owner notifications will follow shortly thereafter.

- **All customer inquires should be directed to the Toyota Customer Experience Center at 1-800-331-4331.**
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- For **News media inquiries only**, they should be directed to Julie Alfonso at (310) 468-4625, Sam Butto at (310) 468-7728 or Allison Takahashi at (310) 468-5315 in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

The following Q&A has been provided for your reference.



**SSC 50N - STEERING RELAY ROD REPLACEMENT Q&A
CERTAIN 1989 – 1995 TRUCK 4WD, 1990 – 1995 4RUNNER 2WD/4WD, AND 1993 – 1998 T100 4WD
VEHICLES EQUIPPED WITH POWER STEERING**

Q1: What is the condition?

A1: On certain vehicles equipped with Power Steering, which include the 1989 – 1995 Model Year Truck 4WD, 1990 – 1995 Model Year 4Runner 2WD and 4WD, and 1993 – 1998 Model Year T100 4WD vehicles, if the steering wheel is repeatedly turned under certain conditions where high steering effort and power assist are required, for instance, when fully turning the wheel while the vehicle is stopped, a fatigue crack may develop in the Steering Relay Rod. In the worst case, the Steering Relay Rod may fracture, causing a loss of vehicle steering control and thus increasing the possibility of a crash.

Q2: What is the cause of this condition?

A2: Due to insufficient strength, if the steering wheel is repeatedly turned under certain conditions where high steering effort and power assist are required, for instance, when fully turning the wheel while the vehicle is stopped, a fatigue crack may develop in the Steering Relay Rod.

Q3: Are there any warnings that this condition exists?

A3: No, there are no specific warnings that this condition exists.

Q4: Which and how many vehicles are involved?

A4: There are approximately 978,000 vehicles involved in the U.S.*:

Model Year	Model	Vehicles Sold*
1989 – 1995	Truck 4WD	535,000
1990 – 1995	4Runner 2WD and 4WD	375,000
1993 – 1998	T100 4WD	68,000
Total		978,000

*Includes all 50 states, Puerto Rico, Guam, Saipan and American Samoa

Q5: What is the production period of the affected vehicles?

A5: The affected Toyota vehicles were produced:

Model Year	Model	Production Period
1989 – 1995	Truck 4WD	April 25, 1988 – February 10, 1995
1990 – 1995	4Runner 2WD and 4WD	December 13, 1988 – October 8, 1995
1993 – 1998	T100 4WD	March 13, 1992 – July 30, 1998

Q6: Are there any other Toyota or Lexus vehicles involved?

A6: No, this specific condition only affects certain 1989 – 1995 Truck 4WD, 1990 – 1995 4Runner 2WD and 4WD, and 1993 – 1998 T100 4WD vehicles equipped with Power Steering.

Q7: How many incidents of this condition have been reported?

A7: There have been 7 cases of this condition confirmed by Toyota in the affected T100 vehicles in the U.S. market.
There have been no cases of this condition confirmed by Toyota in the affected 4Runner and Truck 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 reported in the affected vehicles.

Q10: What is Toyota going to do?

A10: Toyota dealers will replace the Steering Relay Rod at **NO CHARGE** to the vehicle owners.

Q11: How long will the repair take?

A11: The Steering Relay Rod replacement will take approximately 2 hours. However, depending upon 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.