

TOYOTA CUSTOMER SERVICES

Volume: XII
Number: TC05-021
Date: 09/06/2005
 Action
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 Information

INTEROFFICE MEMORANDUM

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS/
VICE PRESIDENTS

FROM: DAVE ZELLERS, *Dave*
VICE PRESIDENT, PRODUCT QUALITY & SERVICE SUPPORT

SUBJECT: SSC 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

DEFECTS INVESTIGATION
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Toyota will initiate a Special Service Campaign to replace the Steering Relay Rod on certain 1989 – 1995 Truck 4WD, 1990 – 1995 4Runner 2WD and 4WD, and 1993 – 1998 T100 4WD vehicles equipped with Power Steering.

On the involved 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.

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

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be sent to all Toyota dealers in mid-September, 2005.

2. **Owner Notification Mailing Date**

The owner notification will commence in late September, 2005.

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 Steering Relay Rod replacement as outlined in the attached Technical Instructions.

3. **Number of Vehicles Involved**

The approximate numbers of vehicles involved in the U.S. are:

Model Year	Model	Vehicles Sold
1989 – 1995	Truck 4WD	524,500
1990 – 1995	4Runner 2WD/4WD	360,500
1993 – 1998	T100 4WD	67,500
Total		952,500

4. Region/District Summary Reports

We have enclosed the following SSC 50N Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this SSC.
- A District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

5. 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.

6. 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.

- 4Runner and Truck

Part Number	Part Description	Qty.
04004-70135	Steering Relay Rod	1

- T100

Part Number	Part Description	Qty.
04005-01134	Steering Relay Rod	1

TMS has made arrangements to procure additional tie rod ends which may require replacement in **rare cases** due to the age of these vehicles, particularly in the Northeastern United States. We have made arrangements with TMC to accept the SSC claims with the tie rod end part numbers provided this is not abused. We request your assistance in this regard. The tie rod end part numbers will be placed on Manual Allocation.

7. Reimbursement Procedures

Please refer to the Reimbursement Procedures found in the attached Dealer Letter.

8. Region/PD Assistance

We request the assistance of all Region and Private Distributor associates in counseling dealers regarding their part order quantities to assure orders are consistent with this SSC. This will assure an adequate and balanced parts inventory.

Please review this entire Special Service Campaign package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

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

Enclosures

- cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

- | | | |
|--------------|--------------|----------------|
| E. Bastien | R. Foss | D. Ogilvie |
| J. Beseda | T. Gartland | D. Pettitt |
| R. Broughman | J. Hanson | J. Press |
| G. Bryan | J. Hollis | M. Reding |
| A. Cabito | J. Kerr | H. Sunakawa |
| D. Camden | J. Kobayashi | J. Stempkowski |
| J. Chernus | J. Lang | E. Taira |
| R. Daly | J. Lentz | T. Takada |
| T. Devany | E. Matsuda | J. Tetherow |
| B. Ertmann | D. Mercer | M. Tomozoe |
| D. Esmond | M. Michels | A. Vaish |
| D. Fleming | I. Miller | R. Waltz |
| G. Fogg | T. Nagata | M. Yamaguchi |



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

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

**SUBJECT: SSC 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**

Toyota will initiate a Special Service Campaign to replace the Steering Relay Rod on certain 1989 – 1995 Truck 4WD, 1990 – 1995 4Runner 2WD and 4WD, and 1993 – 1998 T100 4WD vehicles equipped with Power Steering.

On the involved 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.

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

1. Owner Notification Letter Mailing Date

The owner notification will commence in late September, 2005.

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

2. Number of Vehicles Involved

The approximate numbers of vehicles involved in the U.S. are:

Model Year	Model	Vehicles Sold
1989 – 1995	Truck 4WD	524,500
1990 – 1995	4Runner 2WD/4WD	360,500
1993 – 1998	T100 4WD	67,500
Total		952,500

3. Dealer/VIN Lists

VIN lists for SSC 50N 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.

NOTE: Please refer to the Technical Instructions for VIN ranges. However, not all vehicles in the VIN ranges are involved in this SSC. Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer or prior to dealer delivery. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

4. 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.

5. Repair Procedures

Refer to the attached Technical Instructions.

6. 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. Dealers should not order parts if they do not have any vehicles listed on their dealer reports, or until they have a confirmed owner appointment.

- 4Runner and Truck

Part Number	Part Description	Qty.
04004-70135	Steering Relay Rod	1

- T100

Part Number	Part Description	Qty.
04005-01134	Steering Relay Rod	1

To prevent parts shortages and excess parts stock at dealerships, the "Suggested Initial Parts Order Quantity" has been provided in each Dealer/VIN List (sent to each dealer's Service and Parts Managers) as a guide. This will assure an adequate and balanced parts inventory. UIO by state matrixes are listed below to inform dealers of the number of Truck 4WD, 4Runner, and T100 4WD vehicles in their area.

The following state matrix shows the UIO by state for Truck 4WD vehicles

STATE	UIO
AK	4521
AL	10494
AR	6612
AZ	11720
CA	66976
CO	19887
CT	6552
DC	180
DE	998
FL	17873

STATE	UIO
GA	13302
IA	3172
ID	7935
IL	7135
IN	5914
KS	4039
KY	13389
LA	6409
MA	11011
MD	9168

STATE	UIO
ME	4510
MI	5906
MN	5728
MO	7162
MS	8107
MT	5179
NC	22760
ND	669
NE	2123
NH	5466

STATE	UIO
NJ	10859
NM	7523
NV	6381
NY	19009
OH	10540
OK	4279
OR	20893
PA	20451
RI	2233
SC	6810

STATE	UIO
SD	1161
TN	15409
TX	17581
UT	8292
VA	22633
VT	4599
WA	28299
WI	9137
WV	8272
WY	2367

The following state matrix shows the UIO by state for 4Runner 2WD and 4WD vehicles

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	2386	GA	8232	ME	1139	NJ	9919	SD	618
AL	4788	IA	1482	MI	3237	NM	4419	TN	6722
AR	2457	ID	3474	MN	3617	NV	5363	TX	23602
AZ	9524	IL	6419	MO	3222	NY	14060	UT	5806
CA	85639	IN	2746	MS	2895	OH	5237	VA	11586
CO	15926	KS	2148	MT	2386	OK	2778	VT	931
CT	3437	KY	3263	NC	8888	OR	9924	WA	15070
DC	452	LA	4626	ND	432	PA	9495	WI	3420
DE	669	MA	6761	NE	1421	RI	1135	WV	1251
FL	22244	MD	7048	NH	1517	SC	3058	WY	1243

The following state matrix shows the UIO by state for T100 4WD vehicles

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	692	GA	1198	ME	807	NJ	1148	SD	183
AL	825	IA	566	MI	1073	NM	1091	TN	1882
AR	798	ID	1010	MN	1248	NV	953	TX	2520
AZ	1626	IL	983	MO	1016	NY	2157	UT	1329
CA	7278	IN	1027	MS	519	OH	1361	VA	2952
CO	2998	KS	668	MT	859	OK	637	VT	548
CT	836	KY	1656	NC	2438	OR	2901	WA	3173
DC	34	LA	675	ND	151	PA	2671	WI	1857
DE	204	MA	1610	NE	351	RI	266	WV	913
FL	2274	MD	1507	NH	778	SC	588	WY	472

7. Reimbursement Procedures

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation code to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
50N	5525H1	Replace the steering relay rod and check the toe-in	2.0 Hr/Veh
50N	5525H2	Replace the steering relay rod and adjust the toe-in	2.2 Hr/Veh
50N	5525H3	Replace the steering relay rod and check & adjust the front wheel alignment	3.7 Hr/Veh

NOTE: The above flat rate times include 0.1 hours for administrative 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.

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

**Certain 1989 Through 1995 Model Year Truck 4WD Steering Relay Rod
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 certain 1989 through 1995 model year Truck 4WD vehicles equipped with Power Steering.

What is the problem?

On the involved 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.

What will Toyota do?

Any Toyota dealer will replace the Steering Relay Rod with an improved one at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to replace the Steering Relay Rod with an improved one, as soon as possible. The repair will take approximately four hours. However, depending upon 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 Steering Relay Rod replacement. 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.

What if you have previously paid for the replacement of the Steering Relay Rod for this specific condition?

If you have previously paid for the replacement of the Steering Relay Rod 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

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to review your request.

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.

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.

**Certain 1990 Through 1995 Model Year 4Runner 2WD and 4WD Steering Relay Rod
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 certain 1990 through 1995 model year 4Runner vehicles equipped with Power Steering.

What is the problem?

On the involved 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.

What will Toyota do?

Any Toyota dealer will replace the Steering Relay Rod with an improved one at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to replace the Steering Relay Rod with an improved one, as soon as possible. The repair will take approximately four hours. However, depending upon 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 Steering Relay Rod replacement. 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.

What if you have previously paid for the replacement of the Steering Relay Rod for this specific condition?

If you have previously paid for the replacement of the Steering Relay Rod 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.

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Toyota Customer Experience, WC 10
19001 South Western Avenue
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Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to review your request.

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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.

**Certain 1993 Through 1998 Model Year T100 4WD Steering Relay Rod
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 certain 1993 through 1998 model year T100 4WD vehicles equipped with Power Steering.

What is the problem?

On the involved 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.

What will Toyota do?

Any Toyota dealer will replace the Steering Relay Rod with an improved one at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to replace the Steering Relay Rod with an improved one, as soon as possible. The repair will take approximately four hours. However, depending upon 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 Steering Relay Rod replacement. 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.

What if you have previously paid for the replacement of the Steering Relay Rod for this specific condition?

If you have previously paid for the replacement of the Steering Relay Rod 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

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to review your request.

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.

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.



**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.

TECHNICAL INSTRUCTIONS

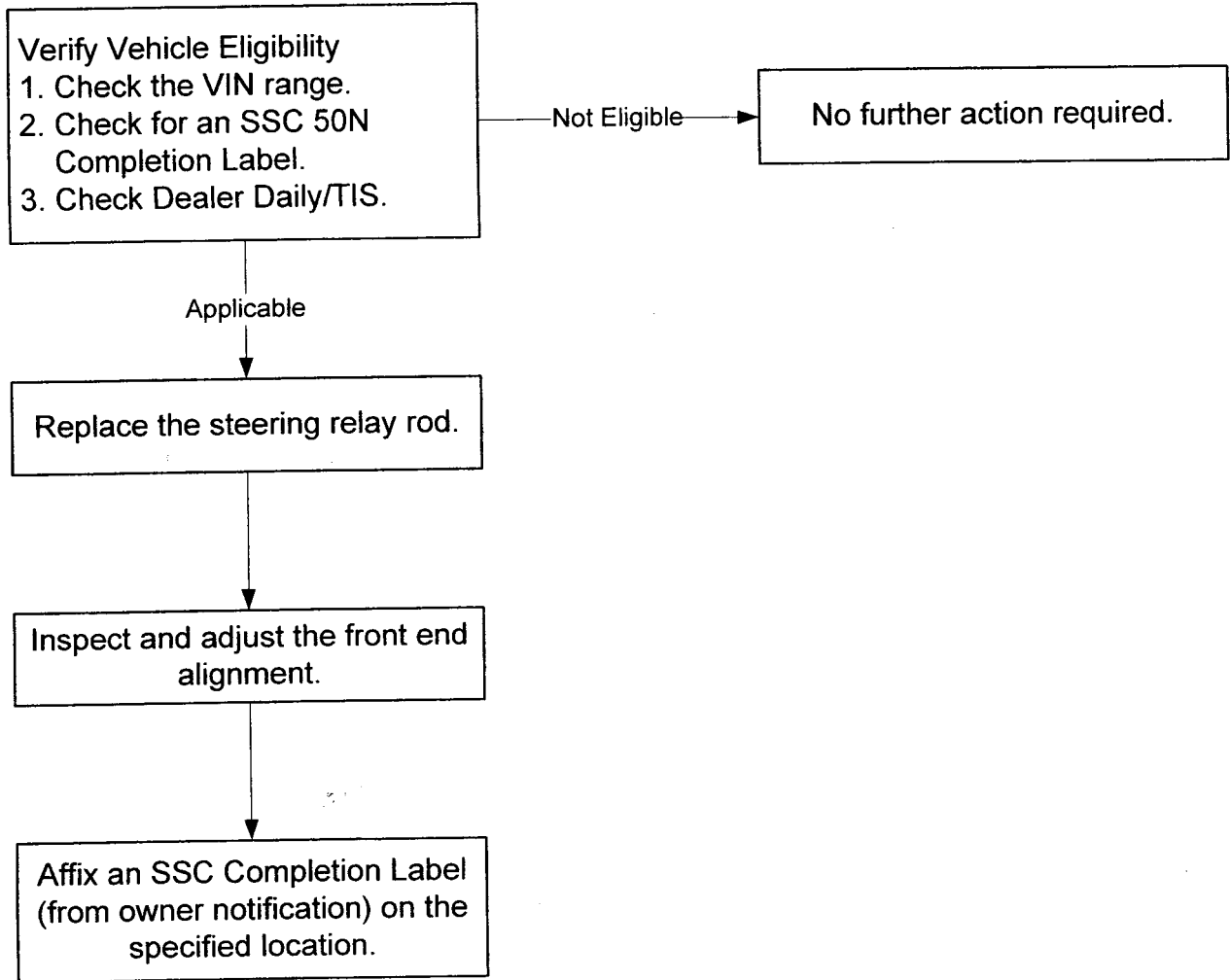
FOR

SPECIAL SERVICE CAMPAIGN 50N

**STEERING RELAY ROD REPLACEMENT
FOR THE FOLLOWING VEHICLES**

**1990 THROUGH 1995 MODEL YEAR 4RUNNER 2WD AND 4WD
1989 THROUGH 1995 MODEL YEAR TOYOTA TRUCK 4WD
1993 THROUGH 1998 MODEL YEAR T100 4WD**

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	Year	VIN Range	
		VDS	Range
4Runner	1990	RN27V	0000001 – 0001192
		RN37J	0000001 – 0003295
		RN37W	0000003 – 0006153
		VN29V	0000002 – 0004946
		VN39J	0000008 – 0048224
		VN39W	0000009 – 0048419 8000000 – 8011614
	1991	RN27V	0001193 – 0001527
		RN37W	0005060 – 0009674
		VN29V	0004947 – 0009530
		VN39J	0048450 – 0070511
		VN39W	0048420 – 0072191 8003582 – 8033652
	1992	RN37W	0008696 – 0011139
			6000000 – 6000368
		VN29V	0009531 – 0001357
			9000000 – 9000903
		VN39J	0066718 – 0086679
		VN39W	0071100 – 0093678 8027242 – 8051180
	1993	RN37W	0011103 – 0012938
		VN29V	0013588 – 0020930
		VN39W	0092728 – 0129507
	1994	RN37W	0012903 – 0015570
		VN29V	0020931 – 0037843
		VN39W	0118934 – 0170224 8056288 – 8071379
	1995	RN37W	0015572 – 0018023
		VN29V	0037111 – 0071323
		VN39W	0168519 – 0220625
			8070401 – 8090198

[Identification of Affected Vehicles Continued...]

Model	WMI	Year	VIN Range	
			VDS	Range
T100	JT4	1993	VD20A	0001001 – 0011748
			VD20C	0001005 – 0011743
		1994	VD20A	0011745 – 0015886
			VD20C	0010999 – 0015869
		1995	VD21E	0001012 – 0016786
			VD21F	0001009 – 0001267
			VD22E	0001116 – 0016859
			VD22F	0001045 – 0016858
		1996	KN22D	0015859 (one vehicle only)
			UN22D	0016861 – 0034251
			UN24D	0016860 – 0034250
		1997	UN22D	0033164 – 0050938
			UN24D	0026238 – 0050937
		1998	UN22D	0050940 – 0057224
			UN24D	0050707 – 0057225

Model	WMI	Year	VIN Range	
			VDS	Range
NUMMI Built Truck	4TA	1992	RN01P	Z006267 – Z048151
			VN01D	Z007867 – Z048136
		1993	RN01P	Z048154 – Z157308
			RN13P	Z094962 – Z157295
			VN01D	Z048167 – Z157279
			VN13D	Z094987 – Z157305
		1994	RN01P	Z157310 – Z312665
			RN13P	Z157318 – Z312668
			VN01D	Z157353 – Z312645
			VN13D	Z157313 – Z312661
			RN01P	Z312670 – Z329658
			RN13P	Z312676 – Z329644
			VN01D	Z312696 – Z329649
VN13D	Z312672 – Z329653			

[Identification of Affected Vehicles Continued...]

Model	WMI	Year	VIN Range	
			VDS	Range
TMC Built Truck	JT4	1989	RN01P	0000001 – 0005834
				4000000 – 4018480
				7000002 – 7017122
			RN01S	0000002 – 0003171
				4000003 – 4018474
				7000011 – 7016984
			RN02P	0000002 – 0000523
				4000001 – 4001633
				7000003 – 7001257
			RN13P	0000004 – 0010576
				6000009 – 6010849
			RN13S	0000003 – 0010571
				6000003 – 6010851
			VN01D	0000002 – 0000318
				2000002 – 2004579
				6000003 – 6006342
			VN01G	0000003 – 0000317
				2000001 – 2004567
				6000002 – 6005542
			VN02D	0000001 – 0000095
				2000000 – 2000855
				6000000 – 6002131
			VN13D	0000001 – 0013153
				5000006 – 5014439
VN13G	0000005 – 0013154			
	5000002 – 5014444			

[Identification of Affected Vehicles Continued...]

Model	WMI	Year	VIN Range	
			VDS	Range
TMC Built Truck	JT4	1990	RN01P	0005835 – 0008768
				7016416 – 7040769
			RN01S	0005837 (one vehicle only)
				7017944 – 7037840
			RN02P	7001267 – 7001956
			RN13P	0010577 – 0011106
				6010843 – 6019904
			RN13S	0010630 – 0010929
				6010358 – 6019894
			VN01D	0000319 – 0001355
				2004573 – 2010383
			VN01G	0000388 – 0001348
		2004310 – 2010339		
		VN02D	0000096 – 0000194	
			2000856 – 2001680	
		VN13D	0013155 – 0016346	
			5009215 – 5038527	
		VN13G	0007965 – 0016345	
			5009217 – 5038527	
		1991	RN01P	0008769 – 0027904
				7040426 – 7053304
RN02P	7001934 – 7002495			
RN13P	6019433 – 6033704			
VN01D	0001356 – 0004865			
	2010318 – 2012226			
VN02D	2001684 – 2002278			
VN13D	5037136 – 5071229			
VN13G	5032562 – 5071178			

[Identification of Affected Vehicles Continued...]

Model	WMI	Year	VIN Range	
			VDS	Range
TMC Built Truck	JT4	1992	RN01P	0027905 – 0040043
				7049623 – 7058327
			RN02P	7002497 – 7003126
			RN13P	6033705 – 6048556
			VN01D	0004866 – 0006876
				2012227 – 2012960
			VN02D	2002144 – 2002581
			VN13D	5070344 – 5101939
		VN13G	5059107 – 5101938	
		1993	RN01P	7058231 – 7063254
			RN13P	6047100 – 6060844
			VN01D	2012946 – 2014080
			VN13D	5098434 – 5127072
			VN13G	5098467 – 5127077
		1994	RN01P	7063035 – 7070720
			RN13P	6060445 – 6070334
			VN01D	2014041 – 2015014
			VN13D	5126363 – 5149028
			VN13G	5126271 – 5149027
		1995	RN01P	7070721 – 7074484
RN13P	6070335 – 6074137			
VN01D	2015015 – 2015252			
VN13D	5149029 – 5156609			
VN13G	5149031 – 5156608			

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

- 4Runner and Truck

Part Number	Part Description	Qty.
04004-70135	Steering Relay Rod	1

- T100

Part Number	Part Description	Qty.
04005-01134	Steering Relay Rod	1

B. TOOLS

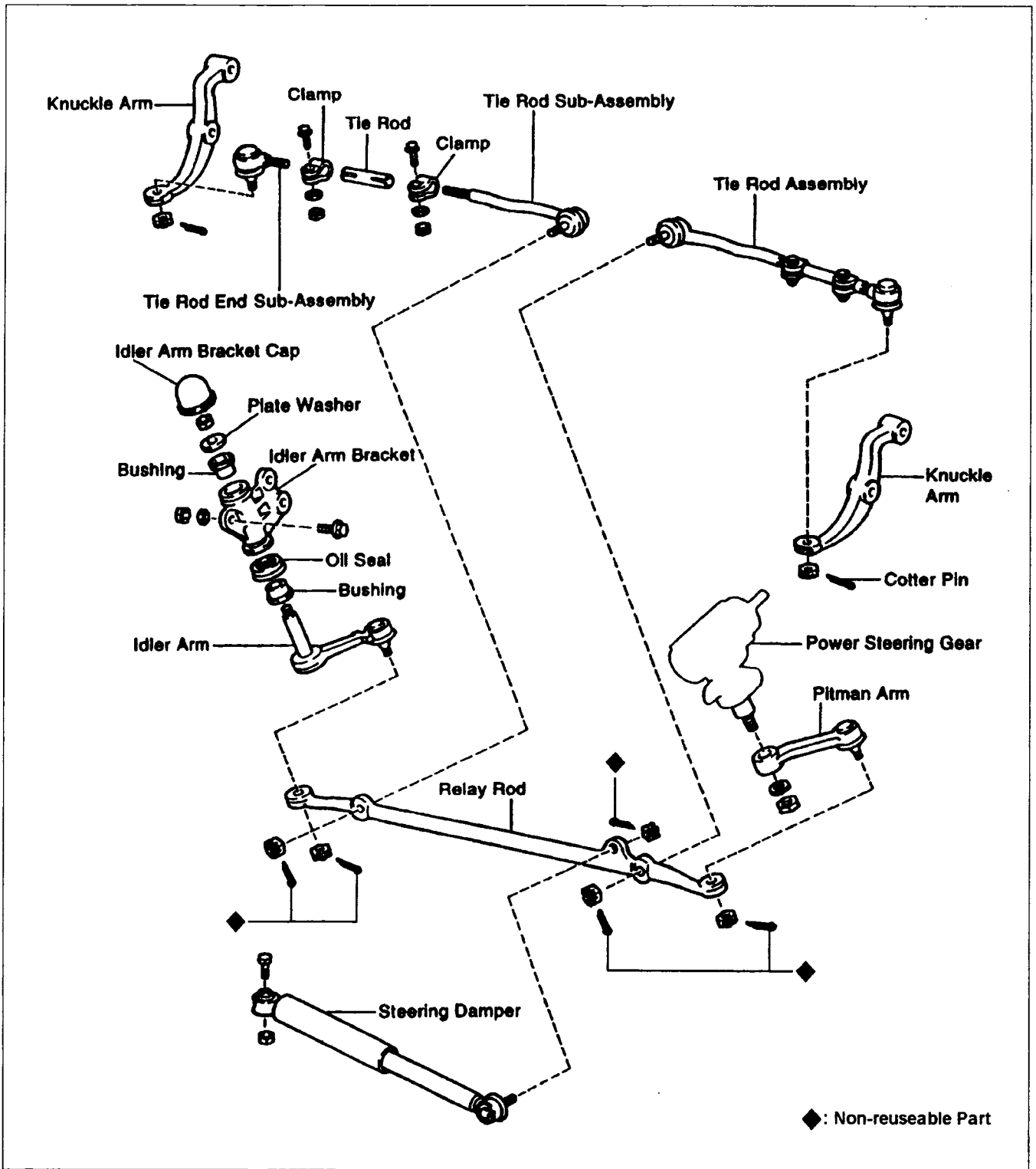
- Standard hand tools
- Torque wrench
- Special Service Tools:

SST	Models	Purpose
09610-20012 or equivalent aftermarket tool* used for this repair purpose	All	Idler arm removal
09611-22012 or equivalent aftermarket tool* used for this repair purpose	4Runner & Truck	Pitman arm, tie rod, and steering damper removal
	T100	Pitman arm and steering damper removal
09628-62011 or equivalent aftermarket tool* used for this repair purpose	T100	Tie rod removal

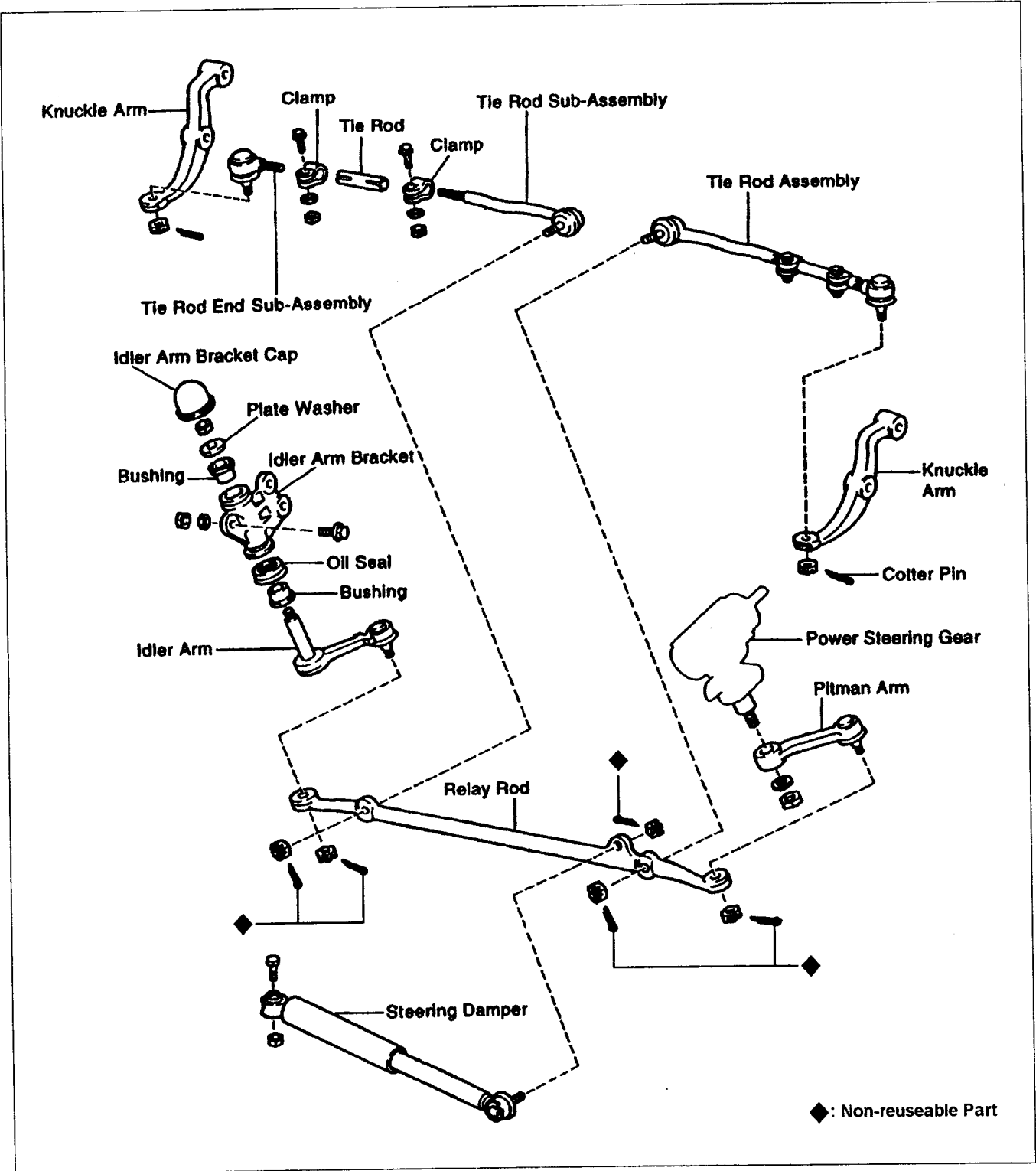
* When using an equivalent aftermarket tool, make sure it was designed specifically for the repair procedure that you are performing to prevent damage to the vehicle components.

IV. COMPONENTS

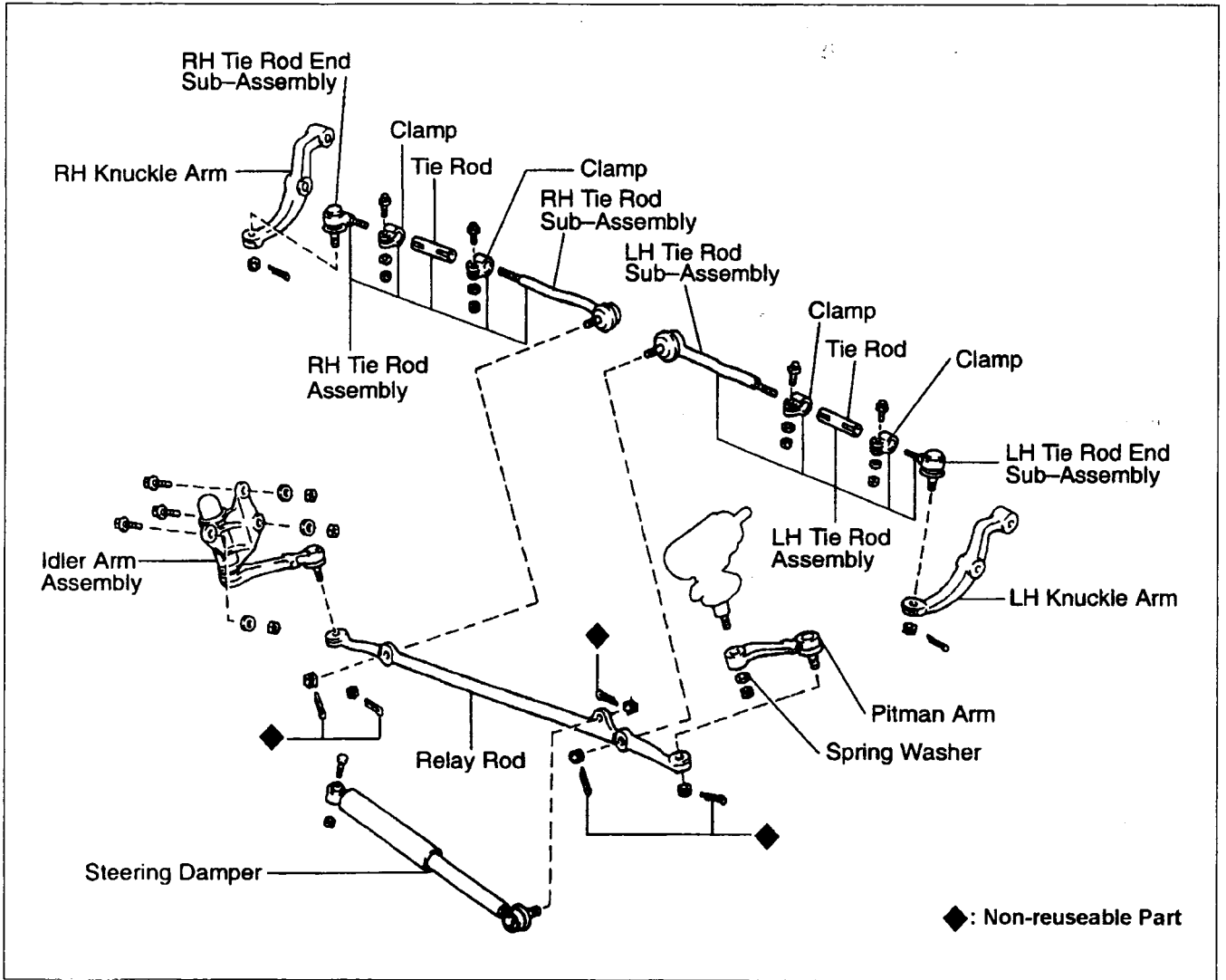
A. 4Runner



B. Truck



C. T100



V. BACKGROUND

On the involved 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.

VI. WORK PROCEDURE

A. REMOVE THE STEERING RELAY ROD

1. REMOVE THE ENGINE UNDER COVER

2. DISCONNECT THE PITMAN ARM FROM THE RELAY ROD

- (a) Remove and discard the cotter pin.
- (b) Loosen the nut.
- (c) Using the SST, disconnect the pitman arm from the relay rod.

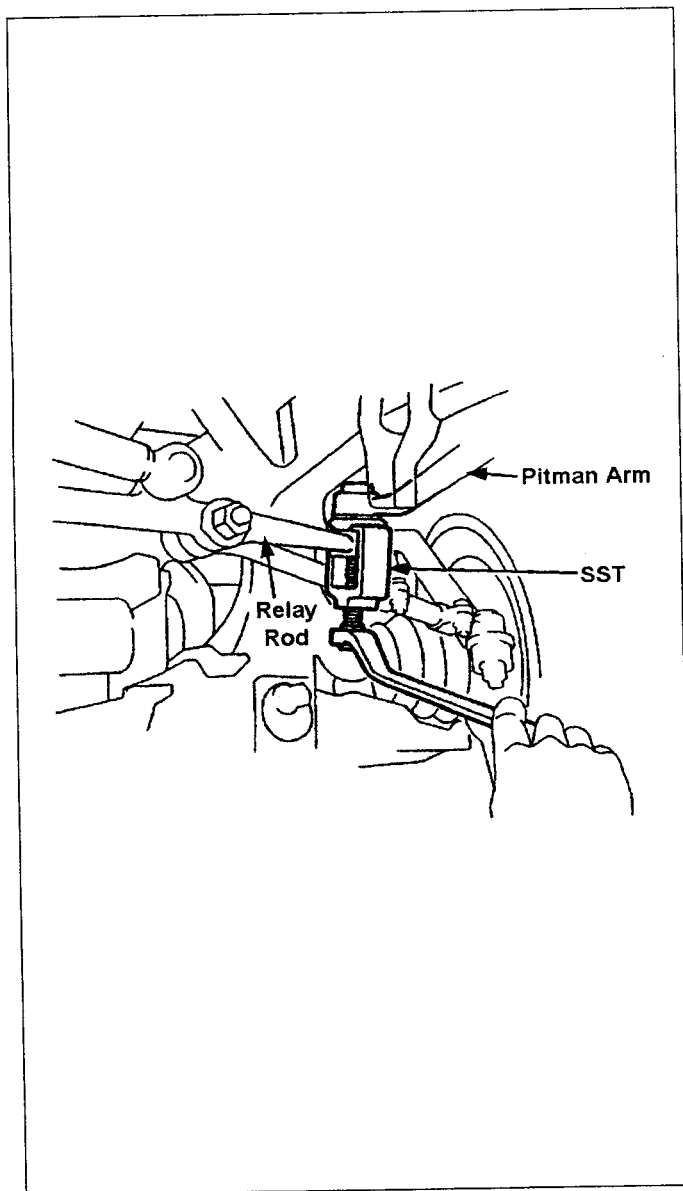
SST:

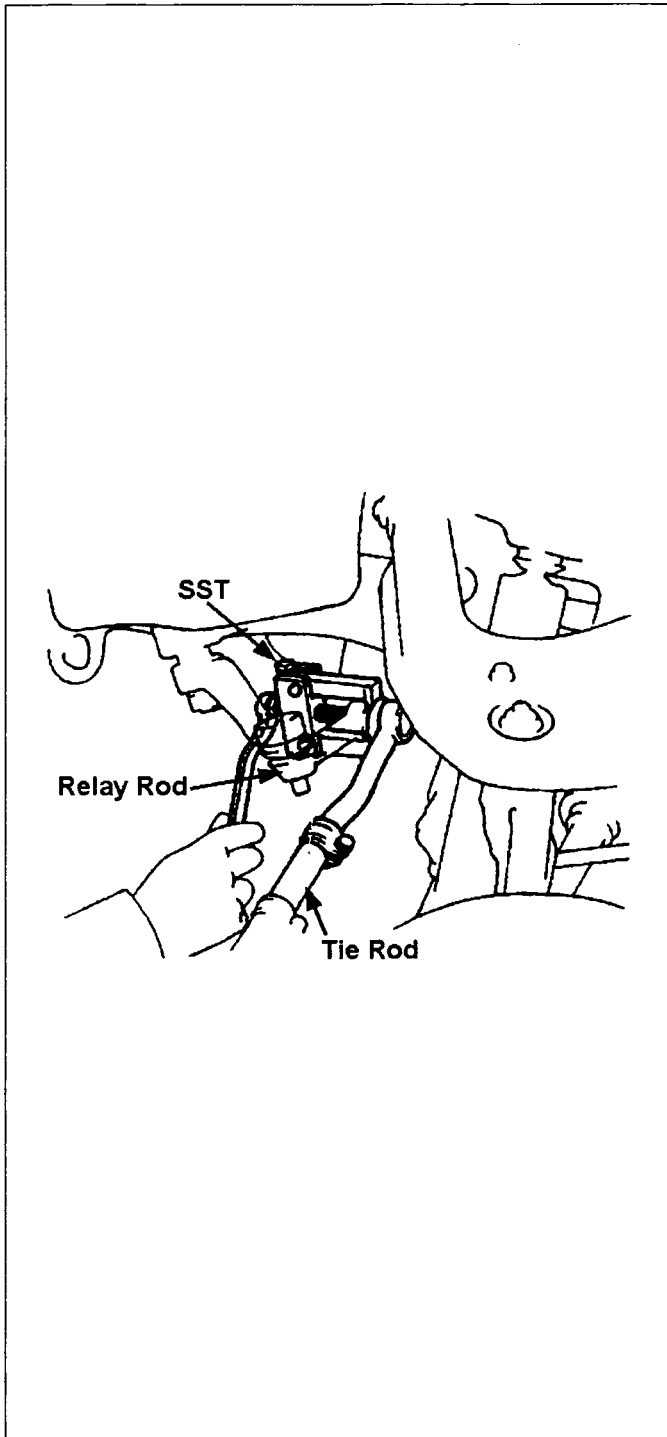
09611-22012 or equivalent aftermarket tool used for this repair purpose.

NOTE:

- Make sure to use the correct tool when performing the repair procedure to prevent damage to the vehicle components.
- When using an equivalent aftermarket tool, make sure it was designed specifically for the repair procedure that you are performing.
- DO NOT use a tool (i.e. do not use a pickle fork) that will damage the dust boot.
- The tool shown in the illustration may differ from the actual tool used.

- (d) Remove and discard the nut.





3. DISCONNECT THE TIE ROD FROM THE RELAY ROD

- (a) Remove and discard the cotter pin.
- (b) Loosen the nut.
- (c) Using the SST, disconnect the tie rod from the relay rod.

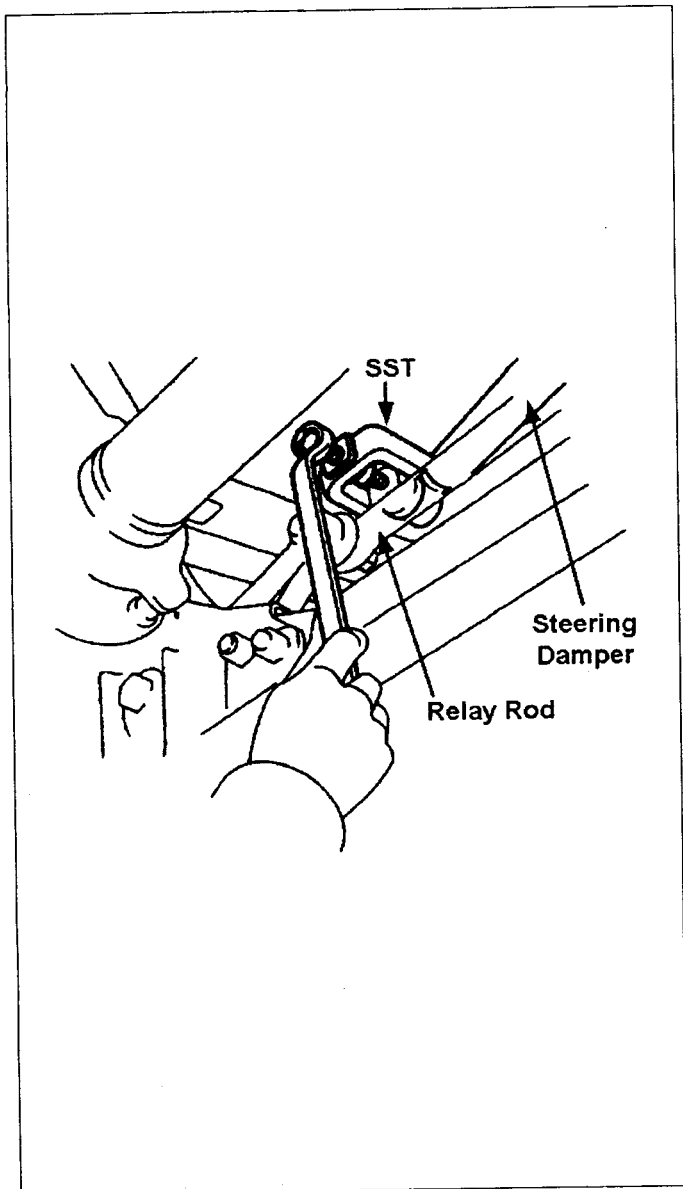
T100 SST:
09628-62011 or equivalent
aftermarket tool used for this
repair purpose.

4Runner & Truck SST:
09611-22012 or equivalent
aftermarket tool used for this
repair purpose.

NOTE:

- **Make sure to use the correct tool when performing the repair procedure to prevent damage to the vehicle components.**
- **When using an equivalent aftermarket tool, make sure it was designed specifically for the repair procedure that you are performing.**
- **DO NOT use a tool (i.e. do not use a pickle fork) that will damage the dust boot.**
- **The tool shown in the illustration may differ from the actual tool used.**

- (d) Remove and discard the nut.
- (e) Repeat the procedure on the opposite tie rod.



4. DISCONNECT THE STEERING DAMPER FROM THE RELAY ROD

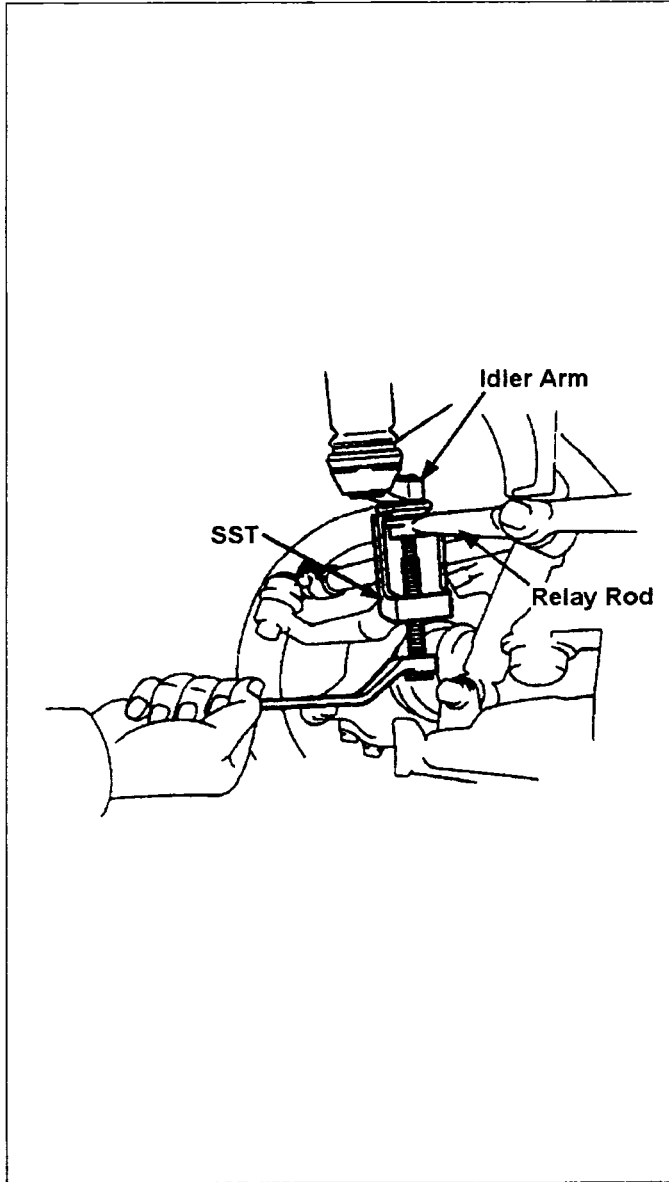
- (a) Remove and discard the cotter pin.
- (b) Loosen the nut.
- (c) Using the SST, disconnect the steering damper from the relay rod.

SST:
09611-22012 or equivalent
aftermarket tool used for this
repair purpose.

NOTE:

- Make sure to use the correct tool when performing the repair procedure to prevent damage to the vehicle components.
- When using an equivalent aftermarket tool, make sure it was designed specifically for the repair procedure that you are performing.
- DO NOT use a tool (i.e. do not use a pickle fork) that will damage the dust boot.
- The tool shown in the illustration may differ from the actual tool used.

- (d) Remove and discard the nut.



5. DISCONNECT THE IDLER ARM FROM THE RELAY ROD

- (a) Remove and discard the cotter pin.
- (b) Loosen the nut.
- (c) Using the SST, disconnect the idler arm from the relay rod.

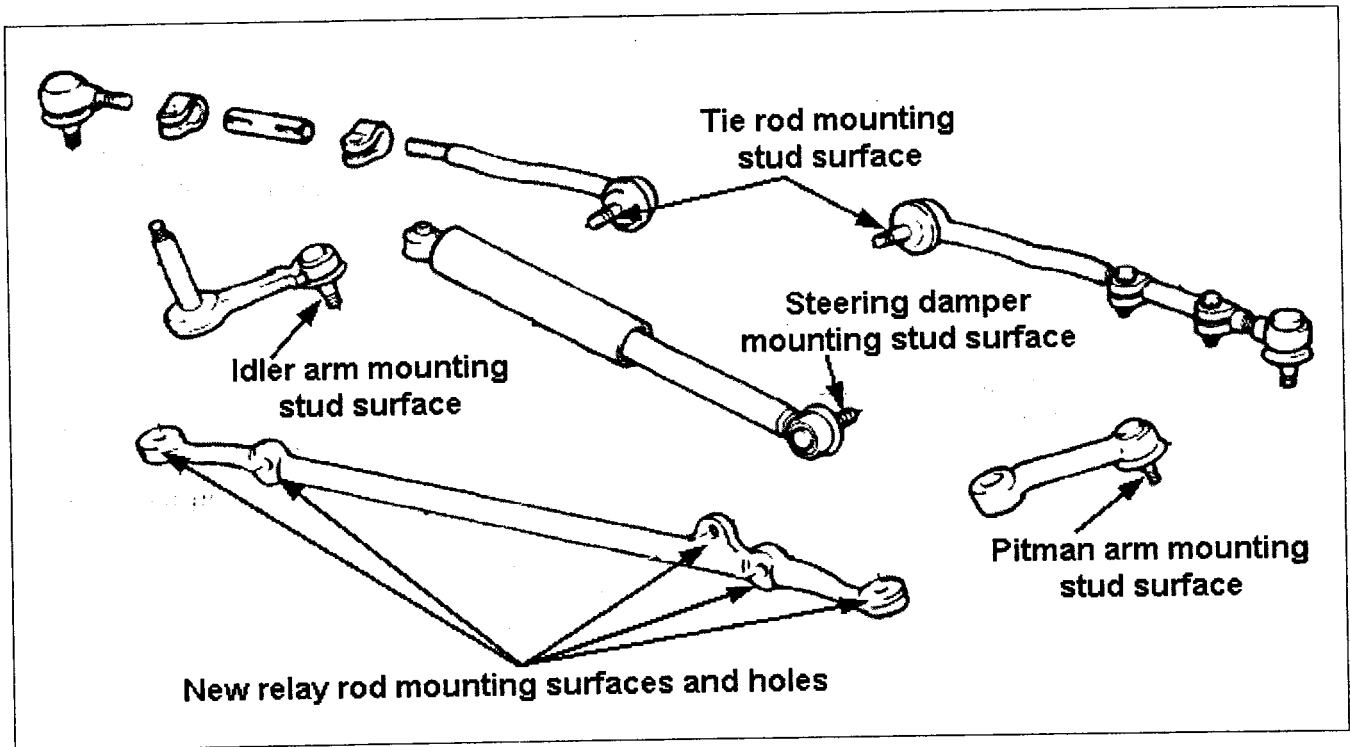
SST: 09610-20012 or equivalent aftermarket tool used for this repair purpose.

NOTE:

- **Make sure to use the correct tool when performing the repair procedure to prevent damage to the vehicle components.**
- **When using an equivalent aftermarket tool, make sure it was designed specifically for the repair procedure that you are performing.**
- **DO NOT use a tool (i.e. do not use a pickle fork) that will damage the dust boot.**
- **The tool shown in the illustration may differ from the actual tool used.**

- (d) Remove and discard the nut.
- (e) Remove the relay rod.

B. PARTS PREPARATION PRIOR TO INSTALLATION



1. REMOVE THE GREASE FROM THE MOUNTING SURFACES OF THE NEW RELAY ROD, IDLER ARM, TIE RODS, PITMAN ARM AND STEERING DAMPER

- (a) Spray brake clean on a piece of cloth and wipe off the grease from the holes and mounting surfaces on the new relay rod prior to reassembly.

NOTE:

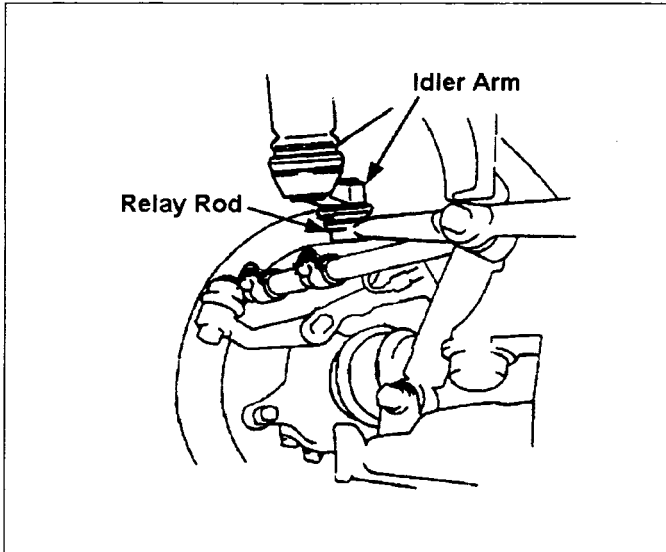
The new relay rod will have grease applied to the holes and mounting surfaces where the idler arm, tie rods, pitman arm, and steering damper mounting studs attach. This grease was applied to these areas of the new relay rod to prevent rust while in storage.

- (b) Spray brake cleaner on a piece of cloth and wipe off the grease that may have seeped from the ball joint dust boots and onto the mounting stud surfaces of the idler arm, tie rods, pitman arm, and steering damper grease from the mounting surfaces the prior to reassembly.

NOTE:

Make sure not to get any brake cleaner on the rubber ball joint dust boots mounted on the idler arm, tie rods, pitman arm, and steering damper.

C. INSTALL THE NEW RELAY ROD

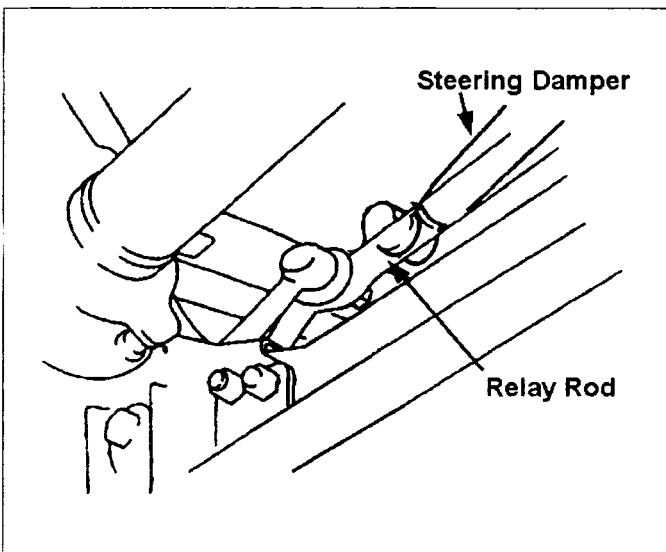


1. RECONNECT THE IDLER ARM TO THE NEW RELAY ROD

- Install the new relay rod.
- Reconnect the idler arm to the new relay rod.
- Install the new nut included in the kit and torque to specification.

Torque Specification:
59 N·m (600 kgf·cm, 43 ft·lbf)

- Install the new cotter pin included in the kit.

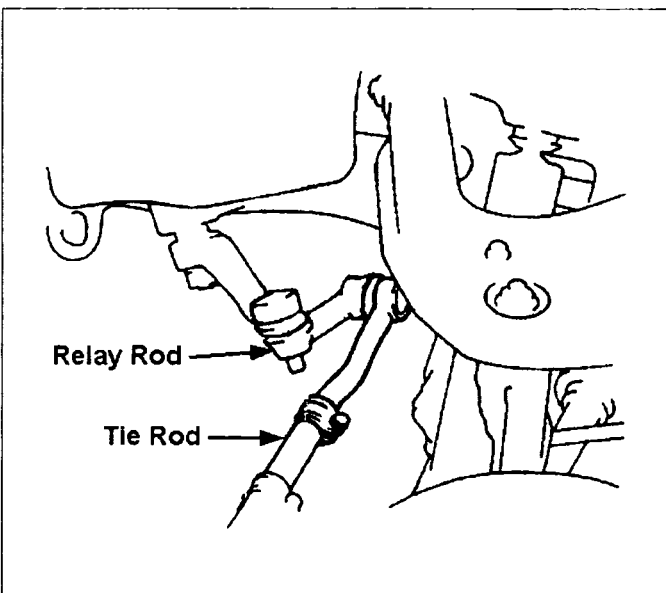


2. RECONNECT THE STEERING DAMPER TO THE NEW RELAY ROD

- Reconnect the steering damper to the new relay rod.
- Install the new nut included in the kit and torque to specification.

Torque Specification:
59 N·m (600 kgf·cm, 43 ft·lbf)

- Install the new cotter pin included in the kit.

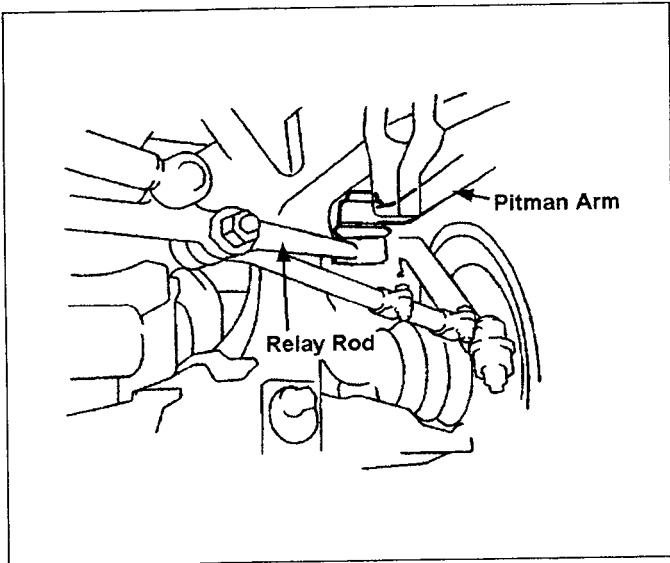


3. RECONNECT THE TIE RODS TO THE NEW RELAY ROD

- Reconnect the tie rod to the new relay rod.
- Install the new nut included in the kit and torque to specification.

Torque Specification:
90 N·m (920 kgf·cm, 67 ft·lbf)

- Install the new cotter pin included in the kit.
- Repeat the procedure on the opposite tie rod.



4. RECONNECT THE PITMAN ARM TO THE NEW RELAY ROD

- (a) Reconnect the pitman arm to the new relay rod.
- (b) Install the new nut included in the kit and torque to specification.

**Torque Specification:
90 N·m (920 kgf·cm, 67 ft·lbf)**

- (c) Install the new cotter pin included in the kit.

5. REINSTALL THE ENGINE UNDER COVER

D. INSPECT AND ADJUST THE FRONT END ALIGNMENT

VII. SSC COMPLETION LABEL INSTALLATION

After completing the repair and before returning the vehicle to the owner, an SSC completion label, which is enclosed in the owner's notification letter, must be affixed to the left front door hinge post, near the check strap.

(a) The label is to be filled out as follows:

- Write in SSC 50N.
- Write in date of repair.
- Write in your dealer code.

SSC	Date
DEALER CODE NO.	
00410-01917	

- (b) Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.