

SSC 50N – STEERING RELAY ROD REPLACEMENT SAFETY RECALL FOLLOW-UP 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 2WD & 4WD, 1989 through 1995 model year Truck 4WD, and 1993 through 1998 model year T100 4WD vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the condition?

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. 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 a newly designed one at **NO CHARGE** to you.

What should you do?

This is an important Safety Recall

Please contact your authorized Toyota dealer to make an appointment to replace the Steering Relay Rod with a newly designed 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 would like to update your vehicle ownership or contact information, please go to 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 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 6:00 pm, Saturday 7:00 am to 4:00 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, 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>.

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.

Spanish translation on back side
Traducción en español en el reverso