

# **TOYOTA CUSTOMER SERVICES**

## **INTEROFFICE MEMORANDUM**

To: All Toyota Region General Managers/Vice Presidents

From: Bob Waltz,  
Vice President, Product Quality and Service Support

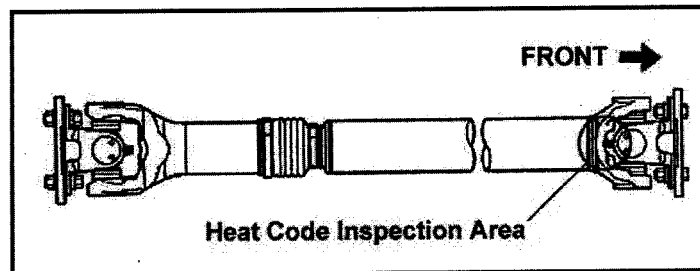
Subject: Filing of Defect Investigation Report  
Front Propeller Shaft Inspection

February 11, 2010  
TMS-NTC-10019

On February 11, 2010, 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 on certain 2010 Model Year Toyota Tacoma 4WD vehicles.

### **Condition**

- On some 2010 Model Year Tacoma 4WD vehicles, the joint portion of the propeller shaft may include a component that contains cracks that developed during the manufacturing process. As those vehicles are used, the cracks may eventually lead to the separation of the propeller shaft at the joint portion, and the separated shaft may come into contact with the road surface. In the worst case, this may result in a loss of vehicle control.
- The subject front propeller shafts are manufactured by Dana and can be identified as shown below:



### **Affected Vehicles**

There are approximately 8,000 Tacoma 4WD (2010 Model Year) vehicles involved in the U.S.

### **Status**

- Toyota is in the process of preparing the remedy for the involved vehicles. Additional details, including technical and reimbursement instructions, will be provided in the Safety Recall package to be sent shortly.
- The attached Dealer Daily Message will be sent to all dealerships informing them of the DIR filing.
- A Q&A has been attached for your reference.

### **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 these numbers to customers.)

### **Customer Contacts**

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry 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.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

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

J. Beseda	W. Fay	K. Kusakawa	S. Sugawara
G. Borst	N. Fein	M. Michels	M. Templin
R. Broughman	F. Fontanella	T. Morrison	J. Tetherow
G. Bryan	H. Fukui	T. Nakagami	P. Uribe
W. Burns	S. Haag	D. Pettitt	K. Ura
D. Camden	J. Hanson	R. Pflughaupt	A. Vaish
B. Carter	K. Higgins	C. Reynolds	R. Waltz
G. Christoff	M. Hosoe	C. Roberts	S. Yamaguchi
J. Colon	C. Hostetter	R. Sakai	M. Yamanami
B. Cooper	Y. Inaba	D. Sakakibara	N. Yamamoto
R. Daly	M. King	M. Setta	H. Yoshihashi
F. Davidson	J. Lang	A. Smith	D. Zellers
T. Doi	J. Lentz	R. Specht	
D. Esmond	E. Matsuda	J. Stempkowski	

Mark Kubota / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
February 11, 2010  
Approved By: Bob Waltz

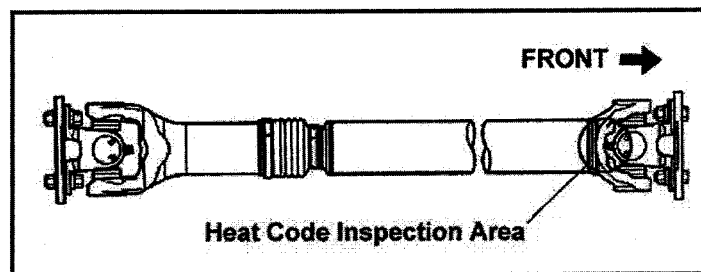
To: All Toyota Dealers  
From: Toyota Customer Services

Certain 2010 Model Year 4WD Tacoma Vehicles  
Front Propeller Shaft Safety Recall  
\*\*\*\*\*URGENT\*\*\*\*\*

On February 11, 2010, 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 on certain 2010 Model Year Toyota Tacoma 4WD vehicles.

**Condition**

- On some 2010 Model Year Tacoma 4WD vehicles, the joint portion of the propeller shaft may include a component that contains cracks that developed during the manufacturing process. As those vehicles are used, the cracks may eventually lead to the separation of the propeller shaft at the joint portion, and the separated shaft may come into contact with the road surface. In the worst case, this may result in a loss of vehicle control.
- The subject front propeller shafts are manufactured by Dana and can be identified as shown below:



**Involved Vehicles**

- There are approximately 8,000 Tacoma 4WD vehicles (2010 model year) involved.

**Customer and Media Contacts**

- A Q&A has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry 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.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Brian Lyons (310) 468-2552 or John Hanson (310) 468-4718, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)



**Safety Recall A0D  
Certain 2010 Model Year Tacoma 4WD Vehicles  
Front Propeller Shaft – Q&A**

**Q1: What is the condition?**

A1: On some 2010 Model Year Tacoma 4WD vehicles, the joint portion of the propeller shaft may include a component that contains cracks that developed during the manufacturing process. As those vehicles are used, the cracks may eventually lead to the separation of the propeller shaft at the joint portion, and the separated shaft may come into contact with the road surface. In the worst case, this may result in a loss of vehicle control.

**Q2: What is the cause of the condition?**

A2: Due to an improper manufacturing process control, the joint portion of propeller shaft may include a component containing cracks

**Q3: Are there any warnings that this condition exists?**

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

**Q4: What is Toyota going to do?**

A4: Authorized Toyota dealers will inspect the front propeller shaft. Based upon the inspection results, in a limited number of cases, the dealership may need to replace the front propeller shaft. The inspection and, if necessary, the propeller shaft replacement, will be performed at **NO CHARGE** to the vehicle owner.

**Q5: When will owners be notified?**

A5: Toyota will notify owners by first class mail starting in mid-March, 2010.

**Q6: Which and how many vehicles are involved?**

A6: There are approximately 8,000 Tacoma 4WD (2010 model year) vehicles involved in the U.S.

**Q7: What is the production period of the affected vehicles?**

A7: The affected Tacoma vehicles were produced from mid-December, 2009, to early February, 2010.

**Q8: How many incidents of this condition have been reported?**

A8: Toyota is not aware of any cases of this condition reported in the affected vehicles.

**Q8a: How was the condition discovered?**

A8a: The condition was discovered during the manufacturing process of the front propeller shaft at the supplier.

**Q9: Have there been any accidents reported?**

A9: Toyota is not aware of any cases of accidents reported in the affected vehicles which relate to this condition.

**Q10: Are there any other Toyota or Lexus vehicles involved?**

A10: No. This specific condition only affects certain 2010 model year Tacoma 4WD vehicles.

**Q10a: Why are the Tundra 4WD vehicles not involved in this Safety Recall?**

Q10a: This condition only involves two specific front propeller shaft production lot numbers installed in certain 2010 Tacoma 4WD vehicles. The Tundra utilizes a different design front propeller shaft.

**Q11: How long will the inspection take?**

A11: The inspection will take approximately 10 minutes. However, depending upon the dealer's work schedule and the inspection results, it may be necessary to make the vehicle available for a longer period of time.

**Q11a: What if replacement of the Tacoma front propeller shaft becomes necessary. How long will the repair take?**

A11a: As these parts are not normally stocked by dealerships, it will take a few days for the dealer to order and receive them. The Toyota dealer will make every effort to assure each customer's utmost convenience during this waiting period.

**Q12: What should an owner do if they have immediate concerns about the current safety of their vehicle?**

A12: If an owner has immediate concerns they are requested to contact their local Toyota dealer for inspection and if applicable repair.

Owners may also contact the Toyota Customer Experience Center (1-800-331-4331) for additional assistance.