



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue, S207
Torrance, CA 90509-2991

TMS-NTC-12278
November 20, 2012

Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Re: Toyota Safety Recall 12V-373 – Supplemental Dealer Notification

To whom it may concern,

Please find attached the Supplemental Dealer Notification Letter for Toyota Safety Recall 12V-373 on the following Toyota and Lexus vehicles:

- 2006 to Early 2011 Model Year RAV4
- 2010 Model Year HS250h

If you have any questions regarding this matter, please contact me at (310) 468-5316.

Sincerely,

A handwritten signature in black ink, appearing to read "M. J. K." with a stylized flourish at the end.

Quality Compliance Assistant Manager

Attachments:

- Lexus 12V-373 (CLE) Supplemental Dealer Notification
- Toyota 12V-373 (C0J) Supplemental Dealer Notification



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

To: All Toyota Dealer Principals, Service Managers, and Parts Managers

Subject: Safety Recall C0J – **Remedy Parts Available**
2006 to Early 2011 Model Year RAV4 Vehicles
Rear Lower Suspension Arm No.1

As previously announced, in August, 2012, 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 2006 to early 2011 Model Year RAV4 Vehicles.

Toyota has completed parts preparation and will now begin mailing the remedy owner letter.

Condition

In the Rear Suspension Arm No.1 Assembly ("arm"), if the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed, backlash may develop at the threaded portion of the arm (shaft and turn-buckle), followed by formation of rust. If this occurs, threads may wear, causing the arm to separate, which could result in the loss of vehicle control.

Remedy

Toyota dealers will perform an inspection of the Rear Suspension Arm No. 1, install suspension arm clips, and apply caution labels at **NO CHARGE** to the vehicle owner. If the Rear Suspension Arm No. 1 is found loose it will be replaced. For additional information on inspection and repair procedures, please refer to TIS.

The following vital information is provided to inform you of the **remedy** owner notification phase of this campaign and your degree of involvement.

1. Owner Letter Mailing Date

Toyota has completed parts preparation and will begin to notify owners of the Remedy Phase in late November, 2012 approximately 2 weeks after the dealer communication. The owner notification letter will also include an Owner's Manual booklet containing supplemental alignment information. The owner notification will be mailed in quantities consistent with parts availability and repair capacity.

Toyota tries very hard to obtain current customer name and address information when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall announcement, it is the dealership's responsibility to forward the owner letter to the customer who purchased the vehicle.

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner 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 repair as outlined in the Technical Instructions found on TIS.

2. Vehicles in Dealership Inventory (In-Stock Vehicles and Toyota Rent-A-Car (TRAC))

Toyota requests dealers to conduct the remedy on any pre-owned vehicles currently in dealer inventory that are covered by this Safety Recall prior to delivery to the customer.

3. Dealer/Owner Lists

Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.)

4. Number and Identification of Covered Vehicles

There are approximately 760,000 RAV4 (2006 to early 2011 model year) vehicles covered by this Safety Recall in the U.S.

(Number and Identification of Covered Vehicles Continued...)

WMI	MY	VDS	START	FINISH	WMI	MY	VDS	START	FINISH
JTM	2006	BD31V	5000052	5051226	JTM	2007	BK33V	5012697	5040747
			6000010	6022606				6010022	6028069
		BD32V	5000029	5051222			BK34V	5012752	5040742
			6000011	6022607			BK35V	5012701	5040698
		BD33V	5000087	5051264			ZD31V	5031315	5077936
			6000046	6022596				6020846	6052970
		BD34V	5000058	5051164			ZD32V	5031131	5077984
		BD35V	5000031	5051248				6019942	6052984
		BK31V	5000008	5012690			ZD33V	5032593	5078025
			6000015	6010002				6020843	6052993
		BK32V	5000011	5012686			ZD34V	5032641	5077858
			6000012	6010006			ZD35V	5032630	5077997
		BK33V	5000022	5012692			ZK31V	5005691	5016136
			6000031	6009992				6002895	6010016
		BK34V	5000028	5012673			ZK32V	5005392	5016123
		BK35V	5000010	5012694				6003133	6010013
		ZD31V	5000027	5032586			ZK33V	5005699	5016137
			6000026	6020783				6003135	6010017
		ZD32V	5000006	5032534			ZK34V	5005692	5016122
			6000002	6020798			ZK35V	5005728	5016021
		ZD33V	5000019	5032587		2008	BD31V	5122515	5215912
			6000005	6020842				6054747	6089730
		ZD34V	5000025	5032507			BD32V	5124567	5215895
		ZD35V	5000005	5032573				6054743	6089718
		ZK31V	5000007	5005689			BD33V	5124318	5215928
			6000007	6003129			BD34V	6054075	6089729
		ZK32V	5000005	5005688				5124315	5215683
			6000005	6003131			BD35V	5124310	5215906
		ZK33V	5000011	5005690			BK31V	5040755	5071475
			6000008	6003132				6028076	6050078
		ZK34V	5000004	5005681			BK32V	5039902	5071462
		ZK35V	5000060	5005684				6028075	6050082
	2007	BD31V	5051303	5124254			BK33V	5040768	5071478
			6022623	6054728				6028079	6050066
		BD32V	5051315	5124285			BK34V	5040763	5071435
			6022613	6054737			BK35V	5040804	5071479
		BD33V	5051301	5124308			ZD31V	5078027	5117091
			6022615	6054736				6052994	6081056
		BD34V	5052182	5124068			ZD32V	5078035	5117086
		BD35V	5051278	5124278				6052998	6081048
		BK31V	5012706	5040741			ZD33V	5076662	5117146
			6010008	6028074				6052995	6081084
		BK32V	5012016	5040743			ZD34V	5078041	5117037
			6010025	6028066			ZD35V	5078033	5117144

(Number and Identification of Covered Vehicles Continued . . .)

WMI	MY	VDS	START	FINISH	WMI	MY	VDS	START	FINISH
JTM	2008	ZK31V	5015779	5024047	JTM	2010	BF4DV	D021304	D039942
			6010018	6016058			BK4DV	5084190	5098459
		ZK32V	5016141	5024048			D010244	D017766	
			6010023	6016055			DF4DV	5017212	5037209
		ZK33V	5016138	5024037				D021305	D039591
			6010021	6016053			DK4DV	5084192	5098458
		ZK34V	5016157	5024038				D010237	D017767
	ZK35V	5016148	5024022	EF4DV			5021182	5033749	
	2009	BF31V	5000104	5017181			EK4DV	5084606	5096973
			6000003	6000003			JF4DV	5017209	5037237
			D000148	D021298			JK4DV	5084196	5098439
		BF32V	5000105	5017187			KF4DV	5014245	5032167
			6000000	6000000			KK4DV	5026161	5027285
			D000170	D021282			RF4DV	5017208	5037242
		5000109	5017205	D021309				D039590	
		BF33V	6000004	6000004			RK4DV	5084203	5098457
			D000124	D021303				D010242	D017704
			BF34V	5000106			5011765	WF4DV	5014246
		BF35V	5000103	5017199			D015514		D028128
		BK31V	5070458	5084189			WK4DV	5026116	5027361
			6041373	6041905				D003177	D004794
			D000125	D010236			XF4DV	5016939	5031934
		BK32V	5057953	5084187			XK4DV	5026233	5027247
			6049697	6049713			YF4DV	5013774	5032161
			D000150	D010128				D015517	D029440
		BK33V	5057681	5084128			YK4DV	5026113	5027372
			D000101	D010235				D003141	D004796
		BK34V	5071496	5084167			ZF4DV	5014243	5032169
		BK35V	5071507	5084172				D015512	D029469
		ZF31V	5000103	5014236			ZK4DV	5026110	5027371
			6000000	6000002				D003182	D004788
			D000102	D015503			BF4DV	5037250	5037816
		ZF32V	5000110	5014237			DF4DV	5037541	5037541
			6000001	6000004				D039852	D039852
			D000101	D015507			EF4DV	5037428	5037474
		ZF33V	5000105	5014242			JF4DV	5036972	5037773
			6000003	6000007			KF4DV	5032171	5032615
			D000109	D015511			KK4DV	5027374	5027382
		ZF34V	5000120	5014170			RF4DV	5037253	5037813
		ZF35V	5000104	5014232			RK4DV	5098183	5098978
		ZK31V	5023836	5026109		2011	WF4DV	5032170	5032622
			D000103	D003176			WK4DV	5027373	5027384
		ZK32V	5023823	5026102			XF4DV	5032183	5032209
			6015916	6015951			YF4DV	5032383	5032596
			D000112	D003174			YK4DV	5027377	5027381
		ZK33V	5024054	5026039				D004797	D004797
			6015898	6015967			ZF4DV	5032172	5032613
			D000101	D003135				D029470	D029470
		ZK34V	5024061	5026106			ZK4DV	5027376	5027385
		ZK35V	5024071	5025801				D004782	D004782
		2010	BF4DV	5017206			5037249		

(Number and Identification of Covered Vehicles Continued . . .)

WMI	MY	VDS	START	FINISH	WMI	MY	VDS	START	FINISH
2T3	2009	BF31V	W001119	W024119	2T3	2010	JK4DV	W013811	W036888
		BF32V	W001207	W024120			KF4DV	W016950	W052601
		BF33V	W001117	W024117			KK4DV	W003824	W008864
		BF34V	W003775	W021681			RF4DV	W022777	W082383
		BF35V	W001421	W024111			RK4DV	W013813	W036821
		BK31V	W001143	W013774			WF4DV	W016936	W052514
		BK32V	W001142	W013693			WK4DV	W003659	W008863
		BK33V	W001162	W013773			XF4DV	W018112	W052094
		BK34V	W001688	W010762			XK4DV	W003701	W006779
		BK35V	W002139	W013749			YF4DV	W016920	W052604
		ZF31V	W001050	W016880			YK4DV	W003435	W008860
		ZF32V	W001048	W016874			ZF4DV	W016923	W052607
		ZF33V	W001049	W016918			ZK4DV	W003652	W008861
		ZF34V	W003810	W012950		2011	BF4DV	W077612	W082793
		ZF35V	W001625	W016916			BK4DV	W036909	W037018
		ZK31V	W001081	W003645			DF4DV	W082411	W082788
		ZK32V	W001149	W003642			DK4DV	W036901	W037033
		ZK33V	W001076	W003644			JF4DV	W082409	W082756
		ZK34V	W001670	W002621			JK4DV	W037020	W037025
		ZK35V	W001965	W003631			KF4DV	W052688	W052839
	2010	BF4DV	W022899	W082387			RF4DV	W082407	W082781
		BK4DV	W013775	W036881			RK4DV	W036971	W036988
		DF4DV	W024130	W082385			WF4DV	W050399	W052858
		DK4DV	W013776	W036900			WK4DV	W008866	W008877
		EF4DV	W024745	W069582			YF4DV	W052611	W052872
		EK4DV	W014634	W036700			YK4DV	W008867	W008880
		JF4DV	W024129	W082307			ZF4DV	W052609	W052873
		RF4DV	W022777	W082383			ZK4DV	W008870	W008870

Please note that only owners of the covered vehicles will be notified. If a dealer is contacted by an owner who has not yet received the notification, please instruct the dealer to **verify coverage by confirming through Dealer Daily/TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

A UIO matrix by state is provided to inform your dealership of the number of covered vehicles in your state.

STATE	UIO
AK	2,005
AL	5,519
AR	4,011
AZ	12,785
CA	85,213
CO	17,127
CT	13,991
DC	1,054
DE	2,447
FL	40,360
GA	16,349

STATE	UIO
HI	4,188
IA	6,569
ID	3,343
IL	30,793
IN	10,794
KS	5,276
KY	7,703
LA	7,035
MA	36,727
MD	19,702
ME	6,036

STATE	UIO
MI	11,400
MN	14,652
MO	9,974
MS	2,489
MT	2,437
NC	16,237
ND	1,267
NE	3,602
NH	8,077
NJ	36,704
NM	4,125

STATE	UIO
NV	6,071
NY	70,555
OH	23,647
OK	5,789
OR	10,315
PA	42,010
RI	4,592
SC	6,900
SD	1,399
TN	8,467
TX	43,802

STATE	UIO
UT	5,504
VA	23,657
VT	4,190
WA	19,061
WI	16,304
WV	4,948
WY	1,427

5. Parts Ordering Process (Dealer Ordering Solutions)

Orders can be placed through the dealership's facing PDC. The kits have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

Campaign	Part Number	Part Description	Qty.
C0J	04002-60142 or 04002-60242	CAUTION LABEL KIT, SUSPENSION*	1
*The Kit above includes the following parts:			
-	Clip with label for Rear Lower Suspension Arm No. 1		2
-	Label for Rear Lower Suspension Arm No. 2		4

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume * PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.

TOYOTA

Parts Allocation Report

99999
SAMPLE TOYOTA of NOWHERE

The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your current daily allocation quantities. Parts shipments, arrivals and inventory quantities at your local PDC will change daily as parts are received and shipped from NAPO Suppliers. Therefore, your daily allocation quantity is subject to change based on the parts in-stock availability as well as in-transit inventory to your facing PDC. This report is provided as needed when daily allocation changes for DOS parts.

Parts with recent changes will be illustrated from top to bottom with the most recent effective date.

If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.

Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date

IMPORTANT PARTS ORDERING UPDATE

Effective January 1, 2012, All Future Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts will be eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.



In the limited cases in which the Rear Suspension Arm No.1 was found loose during the inspection procedure, the following part should be ordered. Only a small number of vehicles will require this part.

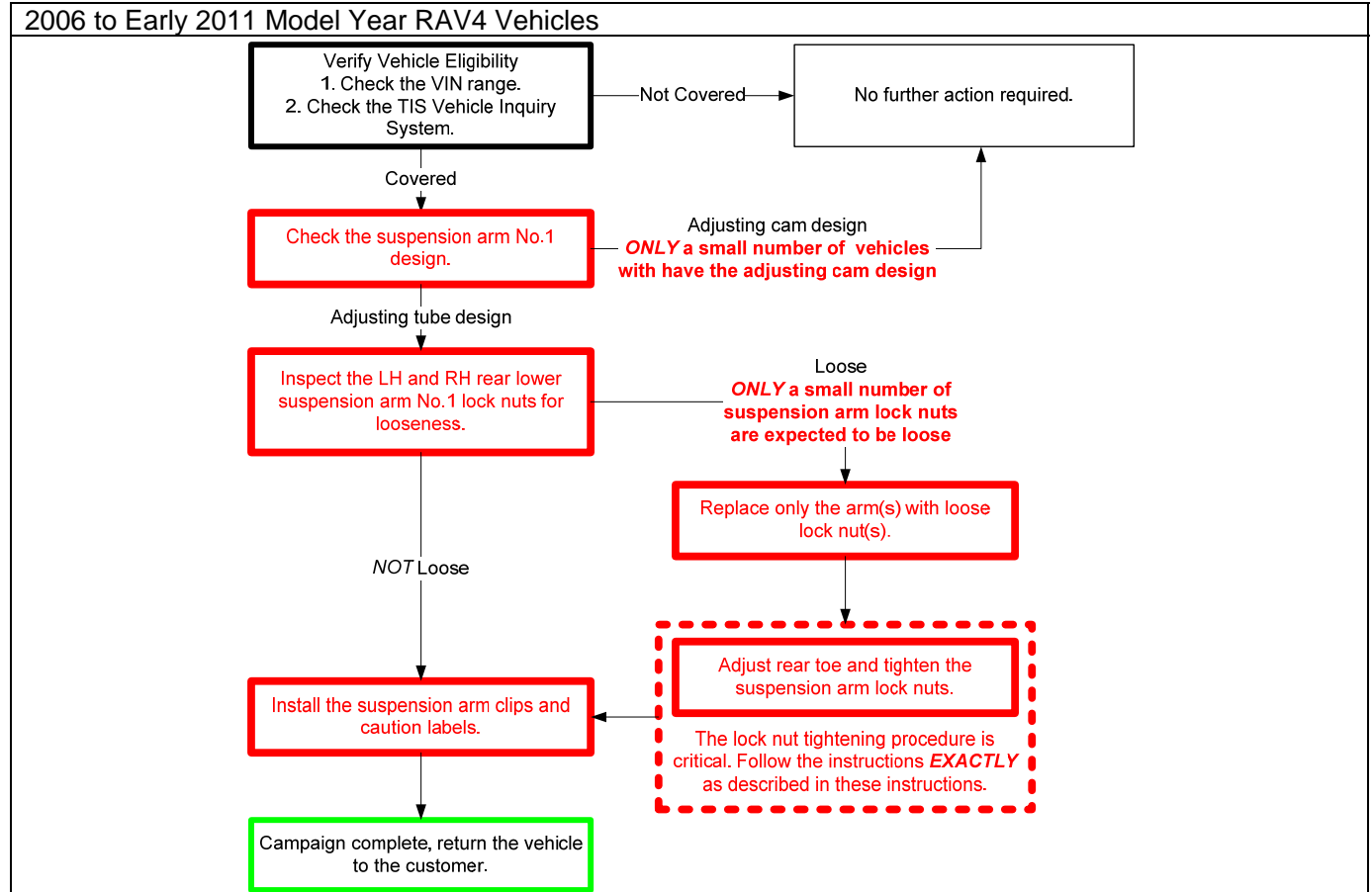
Campaign	Part Number	Part Description	Quantity
C0J	04002-22142	Rear Suspension Arm No.1 Kit*	1
*The Kit above includes the following parts:			
48710-0R010	Rear Lower Suspension Arm No. 1		1
90179-12027	Nut		1

6. Remedy Procedures

Please refer to TIS for Technical Instructions on inspection and repair.

Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

7. Warranty Reimbursement Procedure



Model	Op. Code	Description	Flat Rate Hour
RAV4	2510HA	Check Rear Lower Suspension Arm No.1 for Looseness, Install Clips, and Caution Labels	0.5 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

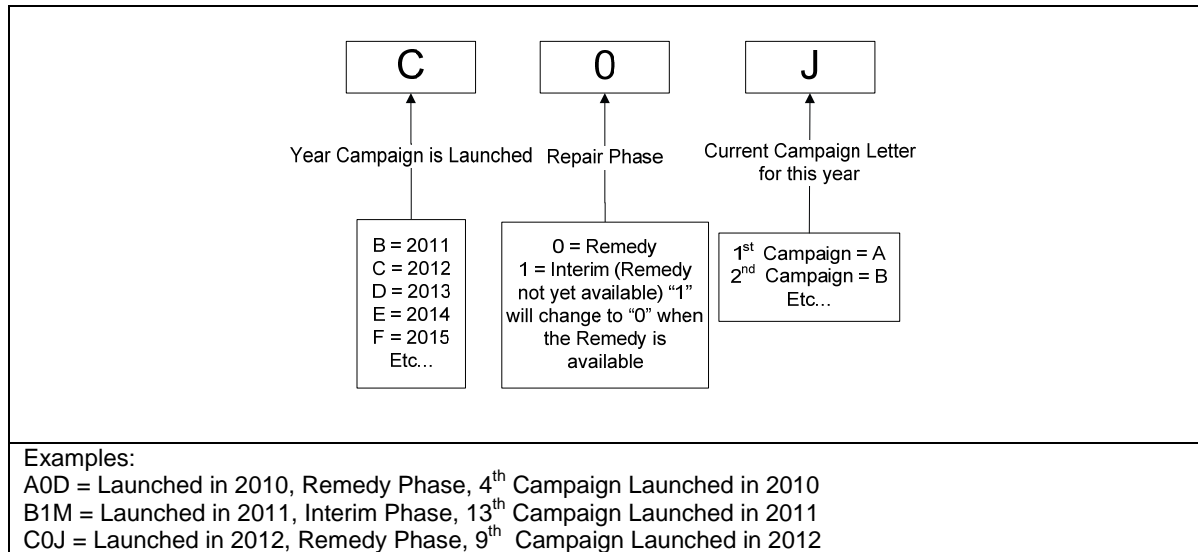
The Interim Phase, C1J, is now superseded by Safety Recall C0J. All C1J Repair Order dates must be prior to 11/20/2012. All Repair Orders dated 11/20/2012 and after must be submitted under C0J. Please note service replacement part numbers will not be accepted under C0J.

In the limited cases the Rear Suspension Arm No.1 was found loose during the inspection procedure the following operation codes should be used.

Model	Op. Code	Description	Flat Rate Hour
RAV4	2510HB	Check for Looseness, Replace 1 Side, Perform Alignment, Install Clips, and Caution Labels	2.2 hr/vehicle
	2510HC	Check for Looseness, Replace 2 Sides, Perform Alignment, Install Clips, and Caution Labels	2.4 hr/vehicle

- The flat rate times for Op Codes 2510HB and 2510HC include flat rate time for performing an alignment.

Campaign Designation Decoder



8. Repair Quality Confirmation

The repair quality of covered vehicles is extremely important to Toyota. To help ensure that all vehicles have the repair performed correctly, please designate at least one associate (someone other than the individual who performed the repair) to verify the repair quality of every vehicle prior to customer delivery.

9. 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 this number to customers. Please provide this contact to only media associates.)

10. 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.

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 Safety Recall.

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



Safety Recall C0J – Remedy Phase
2006 to early 2011 Model Year Toyota RAV4 Vehicles
Rear Lower Suspension Arm No.1 – Q&A

Toyota has completed parts preparations and will now begin mailing remedy owner letters.

Q1: What is the condition?

A1: In the Rear Suspension Arm No.1 Assembly ("arm"), if the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed, backlash may develop at the threaded portion of the arm (shaft and turn-buckle), followed by formation of rust. If this occurs, threads may wear, causing the arm to separate, which could result in the loss of vehicle control.

Q1a: What is the cause of condition?

A1a: This condition may occur if the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed.

Q2: What is Toyota going to do?

A2: Any authorized Toyota dealer will perform an inspection of the Rear Suspension Arm No. 1, install suspension arm clips, and apply caution labels at **NO CHARGE** to the vehicle owner. If the Rear Suspension Arm No. 1 is found loose, it will be replaced.

Q2a: If a customer had the Lower Suspension Arm No.1 replaced during the interim phase, do they need to have the remedy performed?

A2a: Yes, the customer will need to return to the dealership to have the remedy performed.

Q3: Are there any warnings that this condition has occurred?

A3: Yes, if the Rear Suspension Arm No. 1 becomes loose, the driver may notice an abnormal noise from the rear of the vehicle.

Q3a: What should a customer do if they hear an abnormal noise from the rear of the vehicle?

A3a: If a driver hears an abnormal noise from the rear of the vehicle, the driver should contact any authorized Toyota dealer for diagnosis, and if applicable, repair.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are approximately 760,000 Toyota RAV4 vehicles and approximately 18,000 Lexus HS250h Vehicles covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period	Number of Vehicles (Approx.)
RAV4	2006 to Early 2011	October, 2005 through Early September, 2010	760,000
HS250	2010	July, 2009 through Late August, 2010	18,000

Q4a: Are there any other Toyota or Lexus vehicles covered?

A4a: No. There are no other Toyota or Lexus models covered by this Safety Recall.

Q5: How long will the repair take?

A5: The inspection of the Rear Lower Suspension Arm No. 1, installation of the suspension arm clips, and application of the caution labels will take approximately 30 minutes. If the dealer determines the Rear Lower Suspension Arm No. 1 requires replacement during the inspection, the repair 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.

Q6: What if a customer has previously paid for repairs to his/her vehicle for this condition?

A6: Owners are requested to refer to the remedy owner letter for instructions to request reimbursement for previous repair costs.

Q7: What if an owner has additional questions or concerns?

A7: Owners with questions or concerns are asked to please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.

2006 to Early 2011 Model Year RAV4 Vehicles
Rear Lower Suspension Arm No. 1
SAFETY RECALL NOTICE (Remedy Now Available)

URGENT SAFETY RECALL

This is an important Safety
Recall.
The remedy will be performed
at **NO CHARGE** to you.

[VIN]

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 2006 to Early 2011 Model Year RAV4 vehicles.

What is the condition?

In the Rear Suspension Arm No.1 Assembly ("arm"), if the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed, backlash may develop at the threaded portion of the arm (shaft and turn-buckle), followed by formation of rust. If this occurs, threads may wear, causing the arm to separate, which could result in the loss of vehicle control.

What will Toyota do?

The remedy for your vehicle is now available. Any authorized Toyota dealer will inspect the Rear Suspension Arm No. 1, install suspension arm clips, and apply caution labels at **NO CHARGE** to you. If the Rear Lower Suspension Arm No.1 is found loose during the inspection, it will be replaced.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have the remedy performed for this Safety Recall.

The inspection of the Rear Lower Suspension Arm No. 1, installation of the suspension arm clips, and application of the caution labels will take approximately 30 minutes. If the dealer determines the Rear Lower Suspension Arm No. 1 requires replacement during the inspection, the repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Enclosed with this owner notification letter is a booklet containing supplemental alignment information. If you have an alignment performed on your vehicle in the future, this information should be provided to the servicing facility.

You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

If you would like to update your vehicle ownership or contact information, you may do so by registering at 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. 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 through 4:00 pm Pacific Time.

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>.

What if you have previously paid for repairs to your vehicle for this specific condition?

If you have previously paid for repair to your vehicle for this specific condition 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

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,

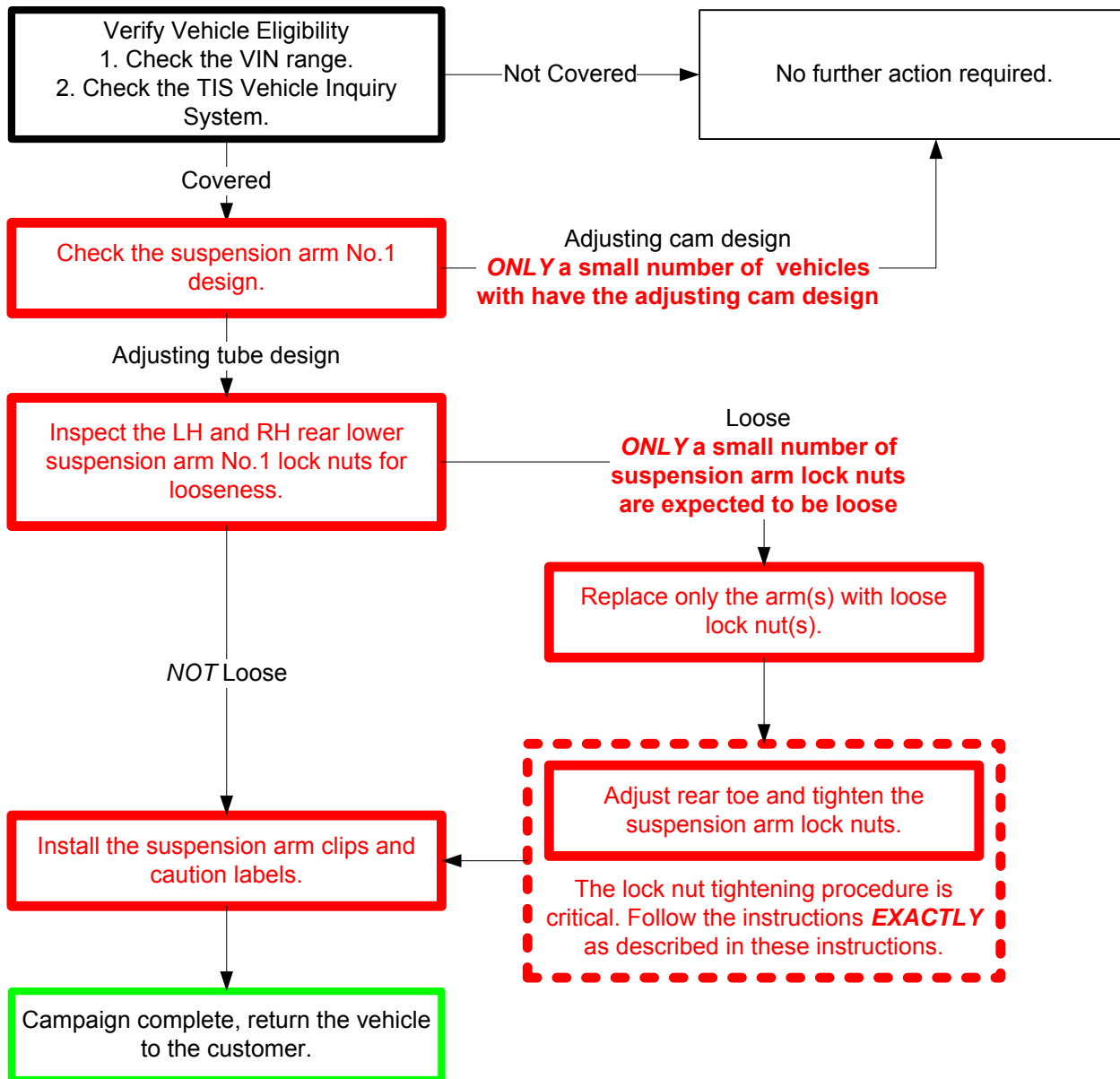
TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE DRAFT

**TECHNICAL INSTRUCTIONS
FOR
SAFETY RECALL C0J
REAR LOWER SUSPENSION ARM No.1
2006 – EARLY 2011 MODEL YEAR RAV4**

[Complete C0J Technical Video Supplement](#)

I. OPERATION FLOW CHART



II. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
04002-60142 or 04002-60242	Clip and label kit*	1
*The kit above includes the following parts.		
-	Clip with label for Rear lower suspension arm No.1**	2
-	Label for rear lower suspension arm No.2	4

****The clips are produced by two suppliers; therefore, there is two part numbers for the clip kits. The kit part numbers are interchangeable.**

Part Number	Part Description	Quantity
04002-22142	Rear Suspension Arm No.1 Kit*	1
*The kit above includes the following parts.		
48710-0R010	Rear Lower Suspension Arm No.1	1
90179-12027	Nut	1

***Only a small number of vehicles will require suspension arm replacement, follow these instructions closely to determine if suspension arm replacement is necessary. Parts will be placed on DOS, refer to the dealer letter for more information.**

B. TOOLS & EQUIPMENT

- Standard hand tools
- Torque wrench
- 22mm crowfoot
- 4 Wheel alignment machine

SST – This is an essential special service tool that the dealership should have.

Part Number	Part Name	Quantity
09960-20010	Ball Joint Puller Set	1

III. BACKGROUND

In the Rear Suspension Arm No.1 Assembly ("arm"), if the nuts for adjusting the rear wheel alignment are not tightened following the proper procedure and torque specification when vehicle alignment service is performed, backlash may develop at the thread portion of the arm (shaft and turn-buckle), followed by formation of rust. If this occurs, threads may wear, causing the arm to separate, which could result in the loss of vehicle control.

IV. IDENTIFICATION OF AFFECTED VEHICLES

A. COVERED VIN RANGE

WMI	Year	VDS Range	
		VDS	Range
2T3	2009	BF31V	W001119-W024119
2T3	2009	BF32V	W001207-W024120
2T3	2009	BF33V	W001117-W024117
2T3	2009	BF34V	W003775-W021681
2T3	2009	BF35V	W001421-W024111
2T3	2009	BK31V	W001143-W013774
2T3	2009	BK32V	W001142-W013693
2T3	2009	BK33V	W001162-W013773
2T3	2009	BK34V	W001688-W010762
2T3	2009	BK35V	W002139-W013749
2T3	2009	ZF31V	W001050-W016880
2T3	2009	ZF32V	W001048-W016874
2T3	2009	ZF33V	W001049-W016918
2T3	2009	ZF34V	W003810-W012950
2T3	2009	ZF35V	W001625-W016916
2T3	2009	ZK31V	W001081-W003645
2T3	2009	ZK32V	W001149-W003642
2T3	2009	ZK33V	W001076-W003644
2T3	2009	ZK34V	W001670-W002621
2T3	2009	ZK35V	W001965-W003631
2T3	2010	BF4DV	W022899-W082387
2T3	2010	BK4DV	W013775-W036881
2T3	2010	DF4DV	W024130-W082385
2T3	2010	DK4DV	W013776-W036900
2T3	2010	EF4DV	W024745-W069582
2T3	2010	EK4DV	W014634-W036700
2T3	2010	JF4DV	W024129-W082307
2T3	2010	JK4DV	W013811-W036888
2T3	2010	KF4DV	W016950-W052601
2T3	2010	KK4DV	W003824-W008864
2T3	2010	RF4DV	W022777-W082383
2T3	2010	RK4DV	W013813-W036821
2T3	2010	WF4DV	W016936-W052514
2T3	2010	WK4DV	W003659-W008863
2T3	2010	XF4DV	W018112-W052094
2T3	2010	XK4DV	W003701-W006779
2T3	2010	YF4DV	W016920-W052604
2T3	2010	YK4DV	W003435-W008860
2T3	2010	ZF4DV	W016923-W052607
2T3	2010	ZK4DV	W003652-W008861
2T3	2011	BF4DV	W077612-W082793
2T3	2011	BK4DV	W036909-W037018
2T3	2011	DF4DV	W082411-W082788
2T3	2011	DK4DV	W036901-W037033
2T3	2011	JF4DV	W082409-W082756
2T3	2011	JK4DV	W037020-W037025
2T3	2011	KF4DV	W052688-W052839
2T3	2011	RF4DV	W082407-W082781
2T3	2011	RK4DV	W036971-W036988
2T3	2011	WF4DV	W050399-W052858
2T3	2011	WK4DV	W008866-W008877
2T3	2011	YF4DV	W052611-W052872
2T3	2011	YK4DV	W008867-W008880

WMI	Year	VDS Range	
		VDS	Range
2T3	2011	ZF4DV	W052609-W052873
2T3	2011	ZK4DV	W008870-W008870
JTM	2006	BD31V	5000052-6022606
JTM	2006	BD32V	5000029-6022607
JTM	2006	BD33V	5000087-6022596
JTM	2006	BD34V	5000058-5051164
JTM	2006	BD35V	5000031-5051248
JTM	2006	BK31V	5000008-6010002
JTM	2006	BK32V	5000011-6010006
JTM	2006	BK33V	5000022-6009992
JTM	2006	BK34V	5000028-5012673
JTM	2006	BK35V	5000010-5012694
JTM	2006	ZD31V	5000027-6020783
JTM	2006	ZD32V	5000006-6020798
JTM	2006	ZD33V	5000019-6020842
JTM	2006	ZD34V	5000025-5032507
JTM	2006	ZD35V	5000005-5032573
JTM	2006	ZK31V	5000007-6003129
JTM	2006	ZK32V	5000005-6003131
JTM	2006	ZK33V	5000011-6003132
JTM	2006	ZK34V	5000004-5005681
JTM	2006	ZK35V	5000060-5005684
JTM	2007	BD31V	5051303-6054728
JTM	2007	BD32V	5051315-6054737
JTM	2007	BD33V	5051301-6054736
JTM	2007	BD34V	5052182-5124068
JTM	2007	BD35V	5051278-5124278
JTM	2007	BK31V	5012706-6028074
JTM	2007	BK32V	5012016-6028066
JTM	2007	BK33V	5012697-6028069
JTM	2007	BK34V	5012752-5040742
JTM	2007	BK35V	5012701-5040698
JTM	2007	ZD31V	5031315-6052970
JTM	2007	ZD32V	5031131-6052984
JTM	2007	ZD33V	5032593-6052993
JTM	2007	ZD34V	5032641-5077858
JTM	2007	ZD35V	5032630-5077997
JTM	2007	ZK31V	5005691-6010016
JTM	2007	ZK32V	5005392-6010013
JTM	2007	ZK33V	5005699-6010017
JTM	2007	ZK34V	5005692-5016122
JTM	2007	ZK35V	5005728-5016021
JTM	2008	BD31V	5122515-6089730
JTM	2008	BD32V	5124567-6089718
JTM	2008	BD33V	5124318-6089729
JTM	2008	BD34V	5124315-5215683
JTM	2008	BD35V	5124310-5215906
JTM	2008	BK31V	5040755-6050078
JTM	2008	BK32V	5039902-6050082
JTM	2008	BK33V	5040768-6050066
JTM	2008	BK34V	5040763-5071435
JTM	2008	BK35V	5040804-5071479
JTM	2008	ZD31V	5078027-6081056

COVERED VIN RANGE CONTINUED...

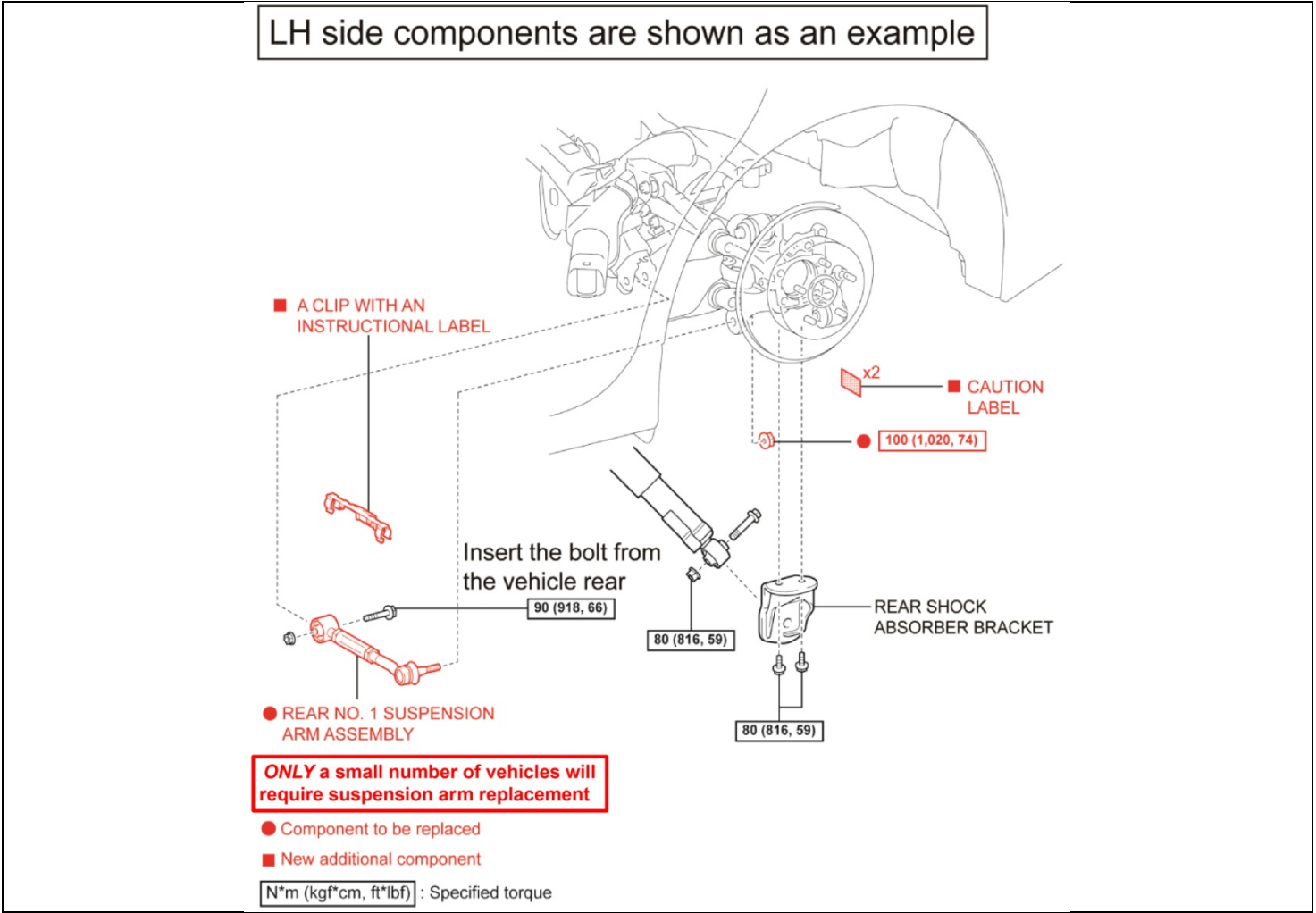
WMI	Year	VDS Range	
		VDS	Range
JTM	2008	ZD32V	5078035-6081048
JTM	2008	ZD33V	5076662-6081084
JTM	2008	ZD34V	5078041-5117037
JTM	2008	ZD35V	5078033-5117144
JTM	2008	ZK31V	5015779-6016058
JTM	2008	ZK32V	5016141-6016055
JTM	2008	ZK33V	5016138-6016053
JTM	2008	ZK34V	5016157-5024038
JTM	2008	ZK35V	5016148-5024022
JTM	2009	BF31V	5000104-D021298
JTM	2009	BF32V	5000105-D021282
JTM	2009	BF33V	5000109-D021303
JTM	2009	BF34V	5000106-5011765
JTM	2009	BF35V	5000103-5017199
JTM	2009	BK31V	5070458-D010236
JTM	2009	BK32V	5057953-D010128
JTM	2009	BK33V	5057681-D010235
JTM	2009	BK34V	5071496-5084167
JTM	2009	BK35V	5071507-5084172
JTM	2009	ZF31V	5000103-D015503
JTM	2009	ZF32V	5000110-D015507
JTM	2009	ZF33V	5000105-D015511
JTM	2009	ZF34V	5000120-5014170
JTM	2009	ZF35V	5000104-5014232
JTM	2009	ZK31V	5023836-D003176
JTM	2009	ZK32V	5023823-D003174
JTM	2009	ZK33V	5024054-D003135
JTM	2009	ZK34V	5024061-5026106
JTM	2009	ZK35V	5024071-5025801
JTM	2010	BF4DV	5017206-D039942
JTM	2010	BK4DV	5084190-D017766
JTM	2010	DF4DV	5017212-D039591

WMI	Year	VDS Range	
		VDS	Range
JTM	2010	DK4DV	5084192-D017767
JTM	2010	EF4DV	5021182-5033749
JTM	2010	EK4DV	5084606-5096973
JTM	2010	JF4DV	5017209-5037237
JTM	2010	JK4DV	5084196-5098439
JTM	2010	KF4DV	5014245-5032167
JTM	2010	KK4DV	5026161-5027285
JTM	2010	RF4DV	5017208-D039590
JTM	2010	RK4DV	5084203-D017704
JTM	2010	WF4DV	5014246-D028128
JTM	2010	WK4DV	5026116-D004794
JTM	2010	XF4DV	5016939-5031934
JTM	2010	XK4DV	5026233-5027247
JTM	2010	YF4DV	5013774-D029440
JTM	2010	YK4DV	5026113-D004796
JTM	2010	ZF4DV	5014243-D029469
JTM	2010	ZK4DV	5026110-D004788
JTM	2011	BF4DV	5037250-5037816
JTM	2011	DF4DV	5037541-D039852
JTM	2011	EF4DV	5037428-5037474
JTM	2011	JF4DV	5036972-5037773
JTM	2011	KF4DV	5032171-5032615
JTM	2011	KK4DV	5027374-5027382
JTM	2011	RF4DV	5037253-5037813
JTM	2011	RK4DV	5098183-5098978
JTM	2011	WF4DV	5032170-5032622
JTM	2011	WK4DV	5027373-5027384
JTM	2011	XF4DV	5032183-5032209
JTM	2011	YF4DV	5032383-5032596
JTM	2011	YK4DV	5027377-D004797
JTM	2011	ZF4DV	5032172-D029470
JTM	2011	ZK4DV	5027376-D004782

NOTE:

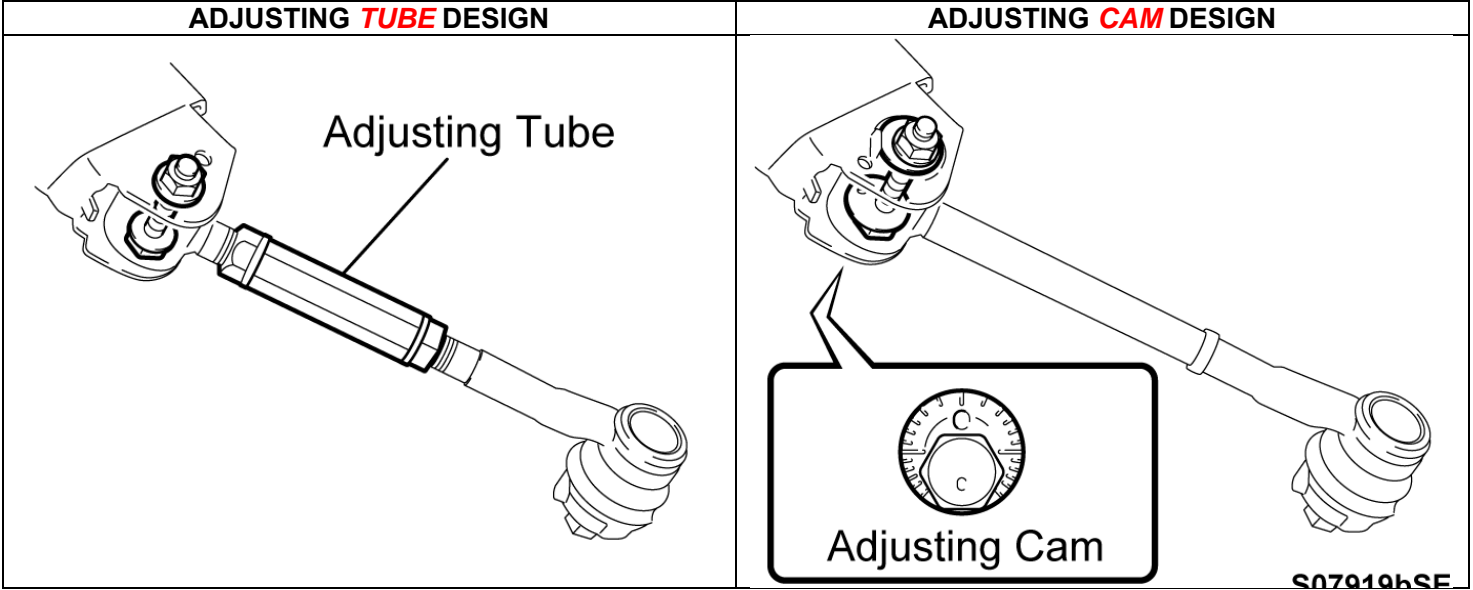
- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that the campaign has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

V. COMPONENTS



VI. REAR LOWER SUSPENSION ARM No.1 INSPECTION

1. CHECK THE SUSPENSION ARM DESIGN



ARM DESIGN	ACTION REQUIRED
Adjusting <i>Tube</i>	Proceed to STEP 2. CHECK FOR LOOSENESS VISUALLY AND BY HAND
Adjusting <i>Cam</i>	No further action required. Campaign complete.

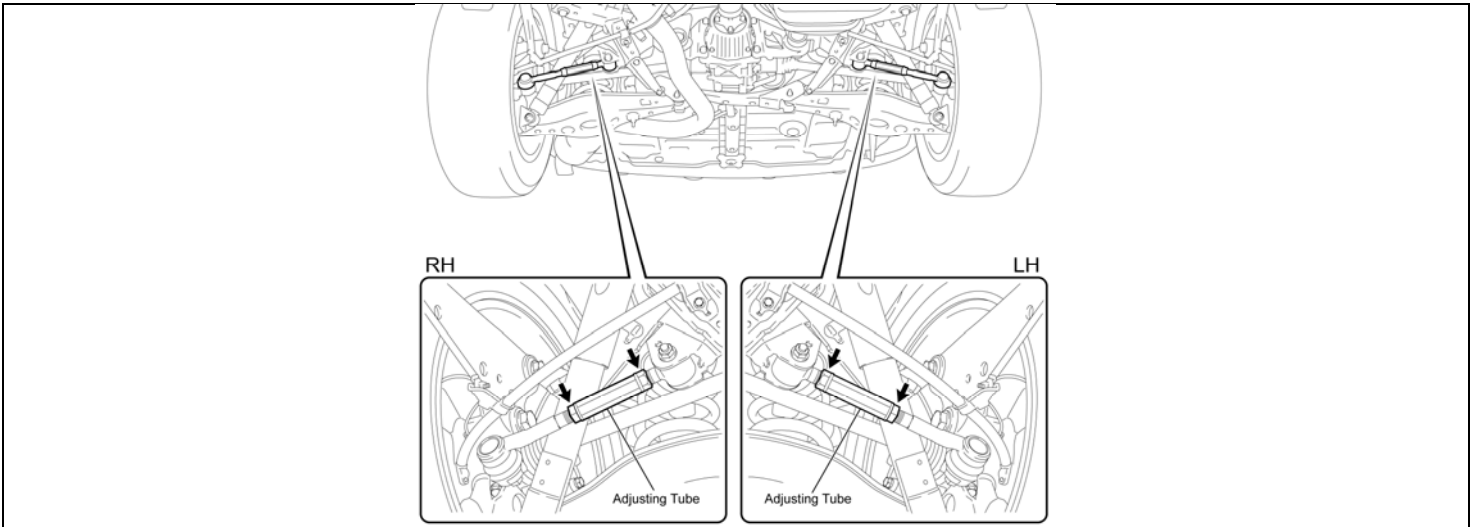
Video supplement: Introduction & Suspension Arm Inspection steps

2. CHECK FOR LOOSENESS VISUALLY AND BY HAND

- a) Check visually and by hand to determine if any looseness is seen or felt in the suspension arm lock nuts or adjusting tube. Check the LH and RH arms.



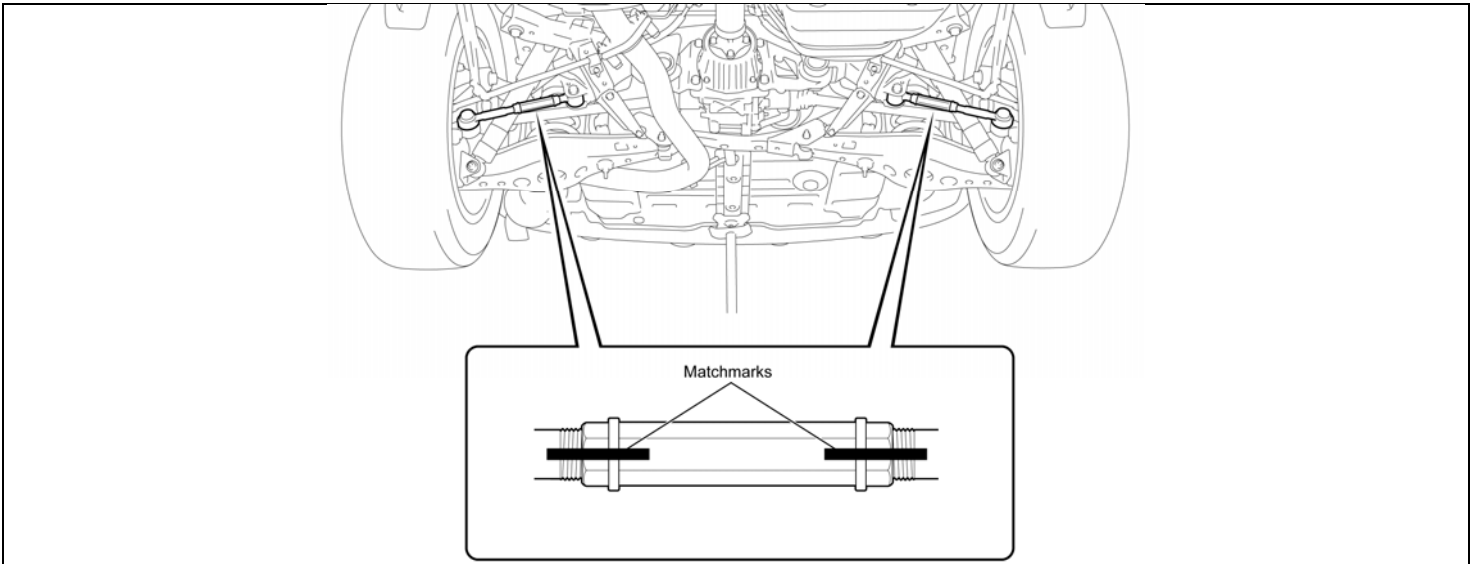
- **ONLY** replace the suspension arm(s) if looseness is found.
- The arm(s) not found loose must also be checked using a torque wrench as described in steps 3-5.



CONDITION	ACTION REQUIRED
Loose	Replace the suspension arm(s) with looseness. Refer to TIS for instructions on suspension arm replacement. NOTE: <ul style="list-style-type: none">• To prevent stress on the new suspension arm bushing, apply a load to the suspension system to confirm the suspension arm bushing is aligned correctly when tightening by confirming that rear suspension arm No.1 is level with the ground.• Suspension arm adjustment and tightening procedure is critical. After replacing the arm, refer to SECTION VII. in these instructions for this procedure.
NOT Loose	Proceed to STEP 3. PLACE MATCHMARKS ON SUSPENSION ARM

3. PLACE MATCH-MARKS ON SUSPENSION ARM

- a) Place match-marks across the suspension arms as shown. Mark the arms that were not found loose during **STEP 2**.
- b) Use these match-marks to determine if looseness is found in steps 4 and 5 when applying torque.



4. CHECK THE ADJUSTING TUBE FOR LOOSENESS WITH TORQUE WRENCH
(This checks inboard lock nut for looseness)

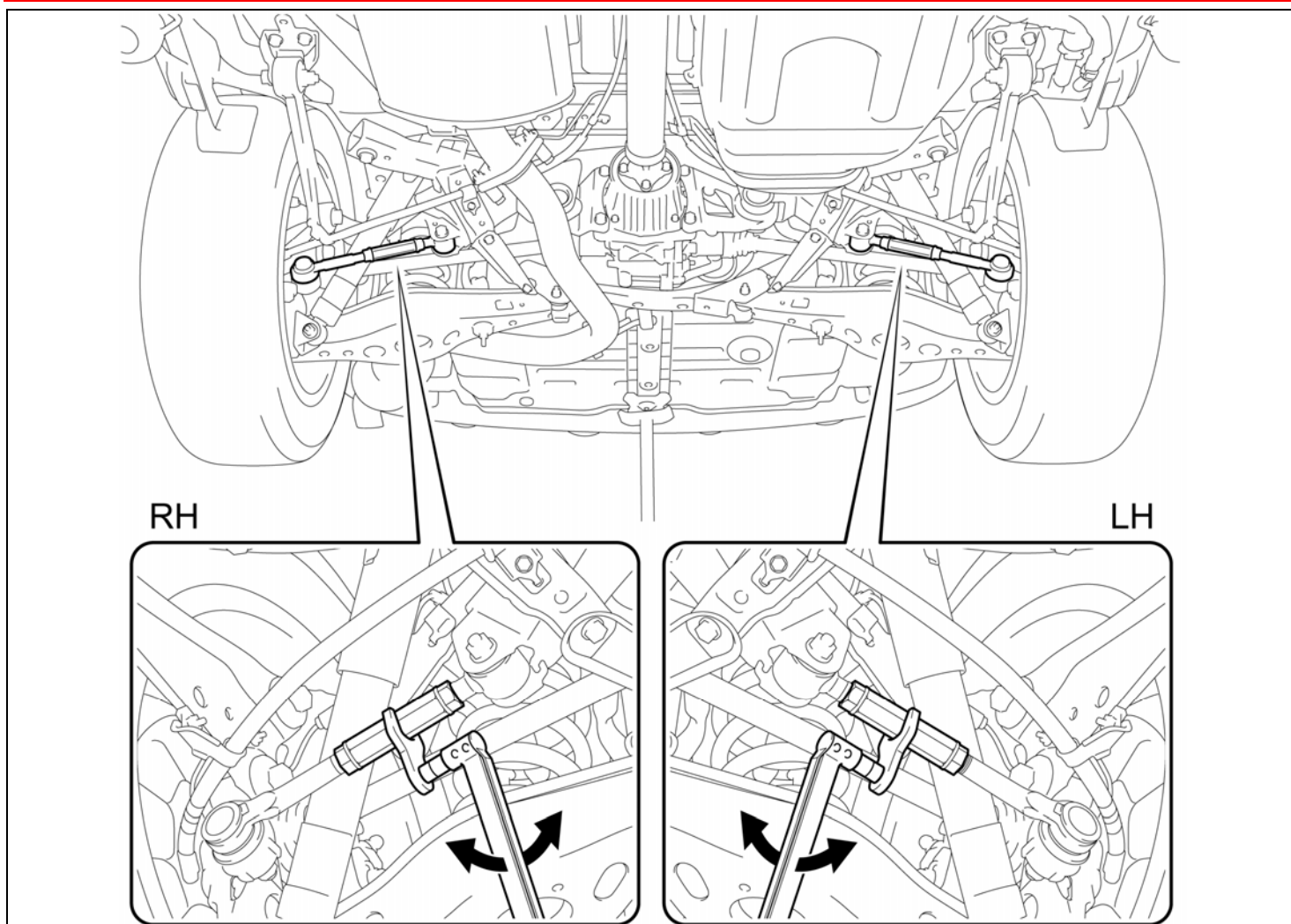
- Check for looseness in the adjusting tube using a torque wrench.
- Apply the specified torque to the adjusting tube in both directions. Check the arms that were not previously found loose during **STEP 2**. Inspect the match-marks to see if they become misaligned.

Torque: 15ft. lbf (20N·m)

- Use a 22mm crowfoot attached to a 15 inch torque wrench. If a tool setup other than specified is used, refer to [TIS](#) for torque wrench calculation.



- Confirm the torque wrench is set correctly and that only the specified torque is being applied to the adjusting tube.
- ONLY** replace the suspension arm(s) if looseness is found.



CONDITION	ACTION REQUIRED
Loose	<p>Replace the suspension arm(s) with looseness. Refer to TIS for instructions on suspension arm replacement.</p> <p>NOTE:</p> <ul style="list-style-type: none"> To prevent stress on the new suspension arm bushing, apply a load to the suspension system to confirm the suspension arm bushing is aligned correctly when tightening by confirming that rear suspension arm No.1 is level with the ground. Suspension arm adjustment and tightening procedure is critical. After replacing the arm, refer to SECTION VII. in these instructions for this procedure.
NOT Loose	Proceed to STEP 5. CHECK THE OUTBOARD LOCK NUT FOR LOOSENESS

5. CHECK THE OUTBOARD LOCK NUT FOR LOOSENESS (lock nut closest to ball joint)

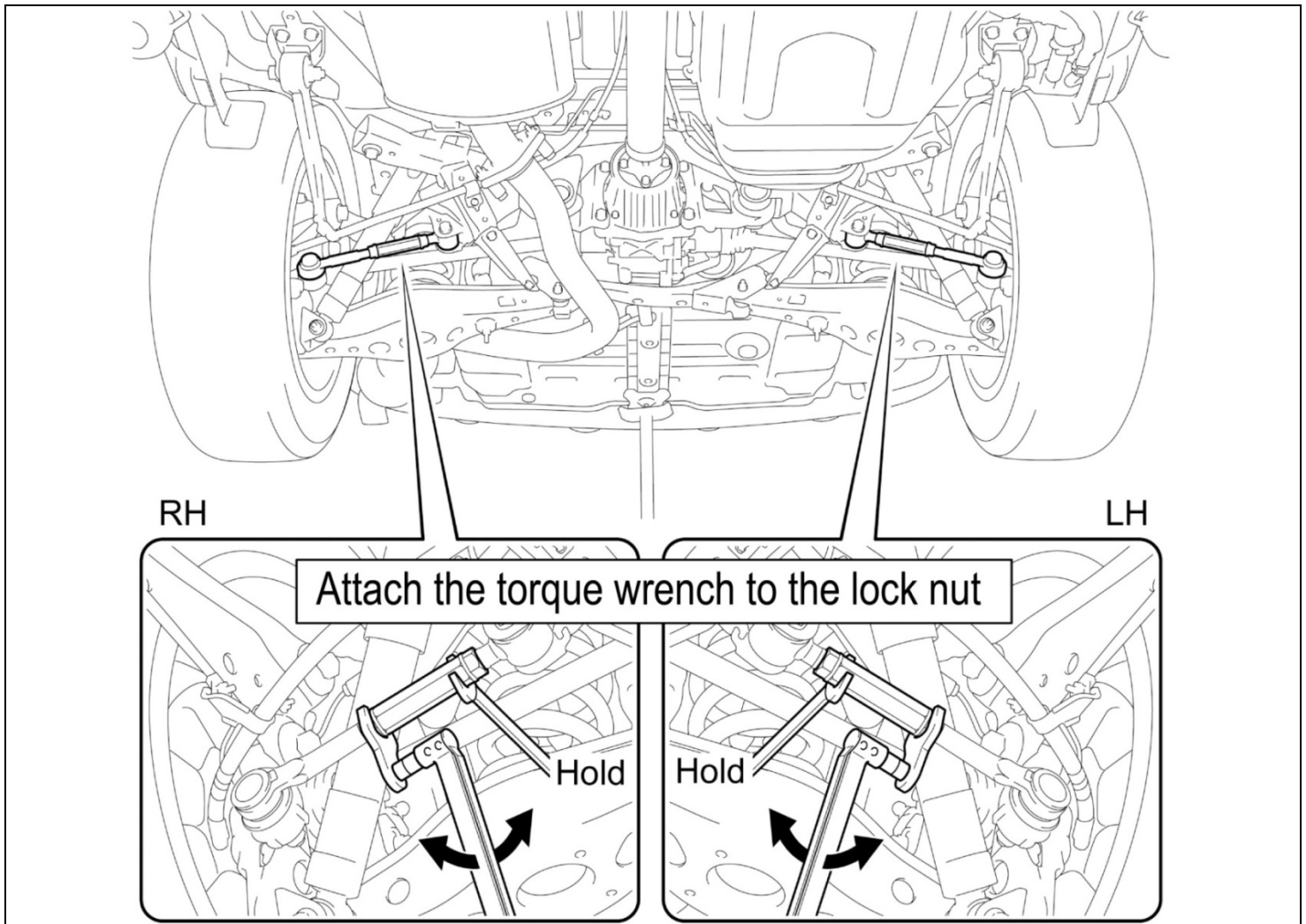
- While holding the adjusting tube with a wrench, check for looseness in the outboard lock nut using a torque wrench with a 22mm crowfoot attached.
- Apply the specified torque to the lock nut in both directions. Check the arms that were not previously found loose during **STEPS 2-4**. Inspect the match-marks to see if they become misaligned.

Torque: 15ft. lbf (20N·m)

- Use a 22mm crowfoot attached to a 15 inch torque wrench. If a tool setup other than specified is used, refer to [TIS](#) for torque wrench calculation.



- Confirm the torque wrench is set correctly and that only the specified torque is being applied to the outboard lock nut.
- ONLY** replace the suspension arm(s) if looseness is found.



CONDITION	ACTION REQUIRED
Loose	Replace the suspension arm(s) with looseness. Refer to TIS for instructions on suspension arm replacement. NOTE: <ul style="list-style-type: none"> To prevent stress on the new suspension arm bushing, apply a load to the suspension system to confirm the suspension arm bushing is aligned correctly when tightening by confirming that rear suspension arm No.1 is level with the ground. Suspension arm adjustment and tightening procedure is critical. After replacing the arm, refer to SECTION VII. in these instructions for this procedure.
NOT Loose	Proceed to SECTION VIII.SUSPENSION ARM CLIP AND CAUTION LABEL INSTALLATION



Only perform this section if the suspension arm was found loose and replaced. If no suspension arm was found loose and replaced, proceed to SECTION VIII. SUSPENSION ARM CLIP AND CAUTION LABEL INSTALLATION

VII. SUSPENSION ARM ADJUSTMENT AND LOCK NUT TIGHTENING

[Video Supplement: Suspension Arm Adjustment and Lock Nut Tightening steps](#)

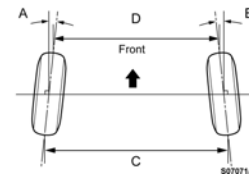
1. ADJUST REAR TOE

- a) Adjust the rear wheel toe using an alignment machine.

Specification:

A+B: $0^{\circ}10' \pm 0^{\circ}05'$ ($0.17^{\circ} \pm 0.09^{\circ}$)

C-D: $2.0 \pm 1.0\text{mm}$ ($0.08 \pm 0.04\text{in.}$)



- The tightening procedure for these lock nuts is critical, failure to tighten them in the correct order could cause them to become loose.
- Confirm the alignment machine has been updated with the latest software.

VITAL STEPS

2. TIGHTEN THE LOCK NUTS EXACTLY AS DESCRIBED BELOW

Use a 22mm combination wrench and a 22mm crowfoot attached to a torque wrench

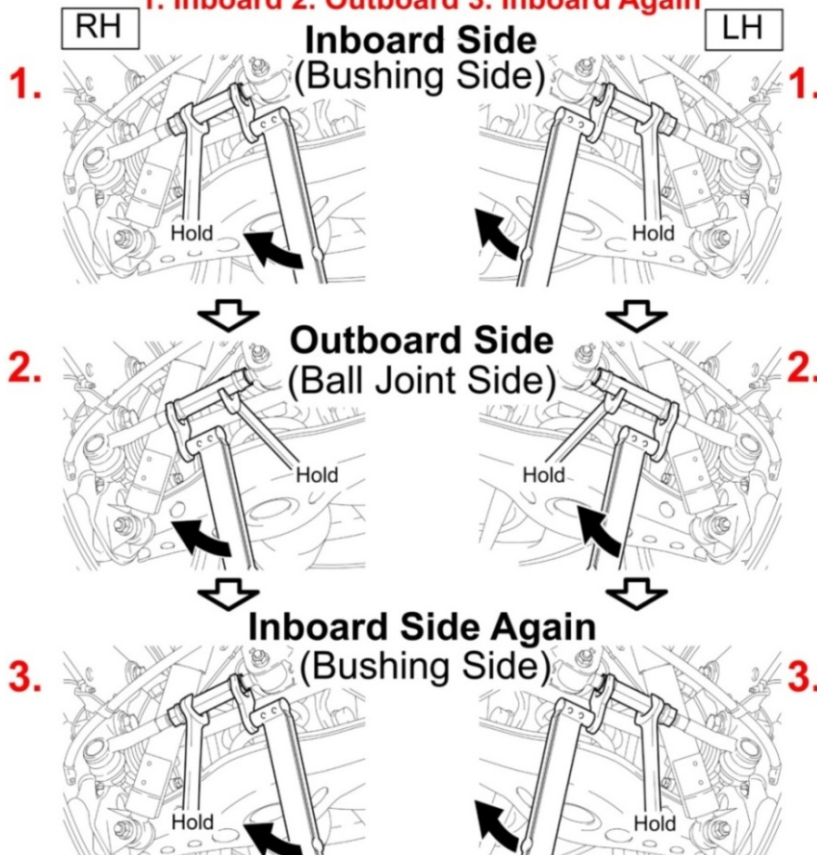
Tightening Sequence: 1. Inboard 2. Outboard 3. Inboard Again

Torque: 41ft. lbf (56N·m)

- a) Tighten the inboard lock nut. Hold the adjusting tube steady and tighten the inboard lock nut to the specified torque.
- b) Tighten the outboard lock nut. Hold the adjusting tube steady and tighten the outboard lock nut to the specified torque.
- c) Tighten the inboard lock nut again. Hold the adjusting tube steady and tighten the inboard lock nut to the specified torque.

Tightening Sequence:

1. Inboard 2. Outboard 3. Inboard Again



VIII. SUSPENSION ARM CLIP AND CAUTION LABEL INSTALLATION

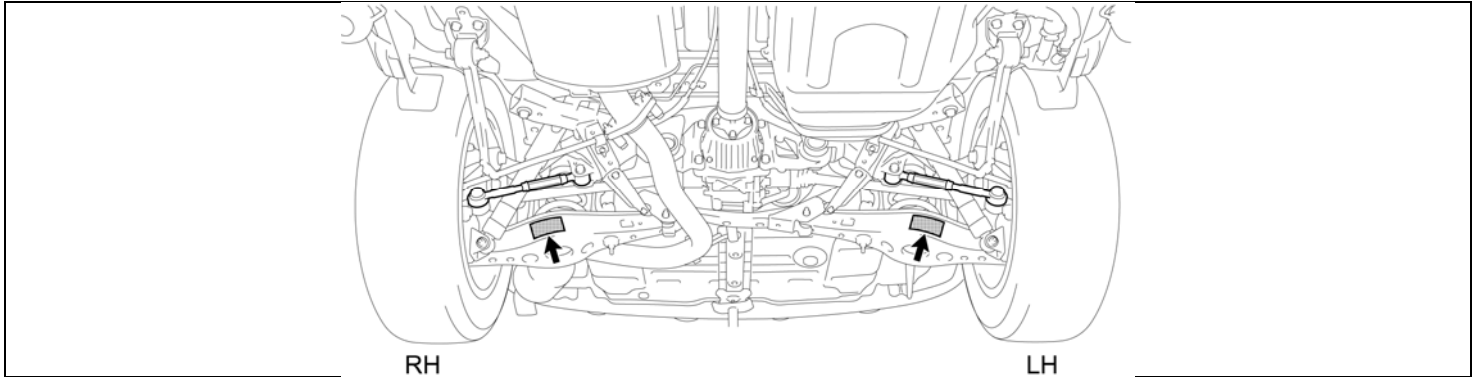
[Video Supplement: Clip and Label Installation steps](#)



To confirm the caution labels adhere properly, clean the surfaces of suspension arm No.2 before applying the labels. It may be necessary to use steel wool and cleaning solution to clean the arm sufficiently.

1. INSTALL CAUTION LABEL TO THE FRONT SIDE OF SUSPENSION ARM No.2

- Clean the front side of the LH and RH suspension arm.
- Apply caution label on the LH and RH suspension arm.

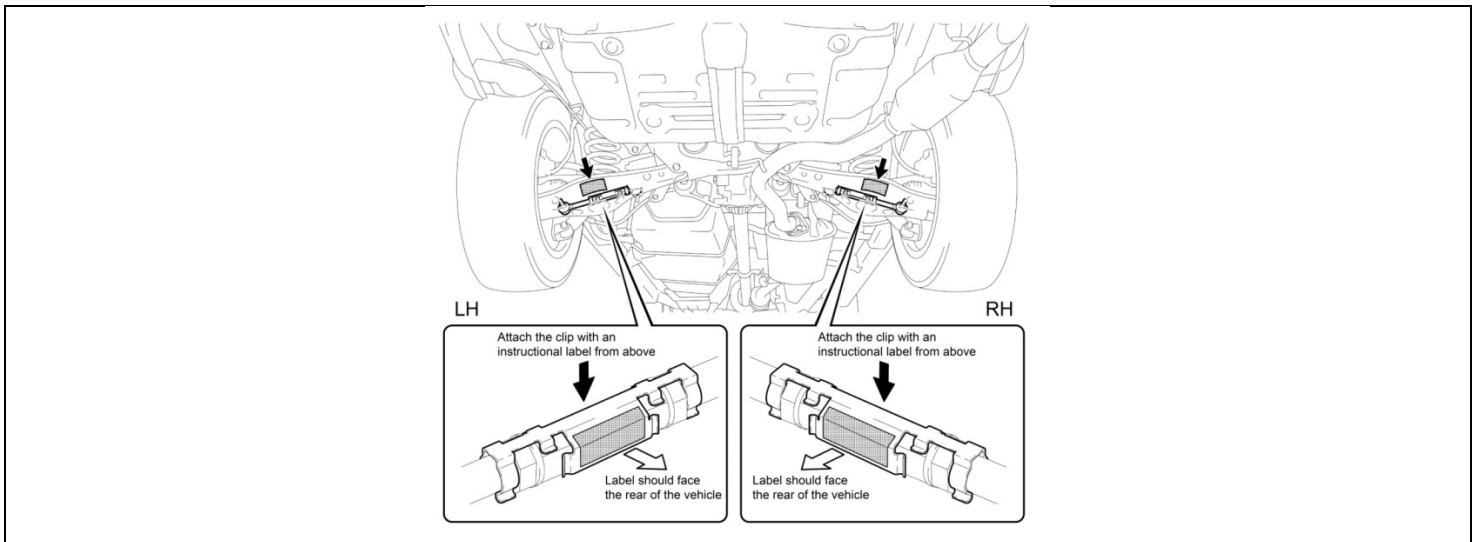


2. INSTALL CAUTION LABEL TO THE BACK SIDE OF SUSPENSION ARM No.2

- Clean the back side of the LH and RH suspension arm.
- Apply caution label on the LH and RH suspension arm.

3. INSTALL CLIP ON SUSPENSION ARM No.1

- Install clip on the LH and RH suspension arm.
- Confirm the label on the clip is facing toward the rear of the vehicle.



4. TEST DRIVE THE VEHICLE

NOTE: TEST DRIVE IS ONLY REQUIRED IF THE SUSPENSION ARE WAS REPLACED.

5. CAMPAIGN COMPLETE

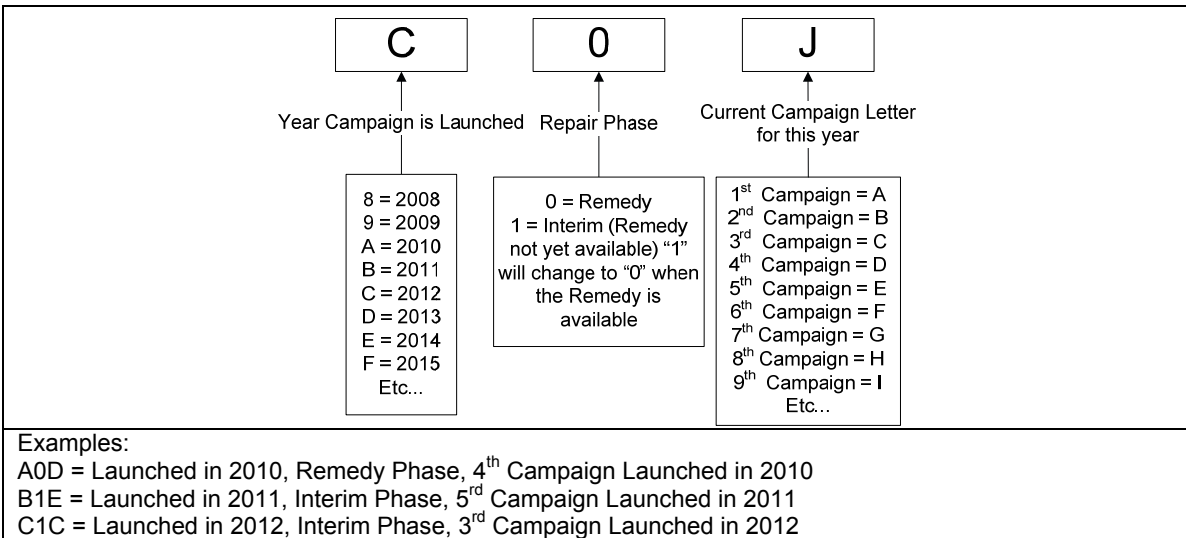
◀ VERIFY REPAIR QUALITY ▶

- Confirm **ALL** inspection steps are followed **EXACTLY** as described in these instructions
- Confirm the suspension arm clips and caution labels are installed securely
- If a suspension arm is replaced, confirm the lock nut tightening procedure is followed **EXACTLY** as described in these instructions
- Confirm the owner's manual supplement is in the glovebox

If you have any questions regarding this update, please contact your regional representative.

IX. APPENDIX

A. CAMPAIGN DESIGNATION DECODER



B. CAMPAIGN PARTS DISPOSAL

As required by Federal Regulations, please make sure all campaign parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, ***unless requested for parts recovery return.***

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
November 20, 2012
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall C0J – *Remedy Available*
2006 to Early 2011 Model Year RAV4 Vehicles
Rear Lower Suspension Arm No.1

As previously announced, in August, 2012, 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 2006 to early 2011 Model Year RAV4 Vehicles.

- **Toyota has completed remedy preparations and will begin to notify owners of the Remedy Phase in late November, 2012.**
- A Dealer Letter containing additional information (i.e. Technical Instructions, reimbursement procedures, parts ordering information, etc.) has been posted on TIS.
- ***Please refer to TIS for vehicle applicability and additional information.***

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, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)