

TOYOTA

◀ IMPORTANT UPDATE ▶

PRODUCT SUPPORT DIVISION

The attached Dealer Letter has been updated. Refer to the details below.

| DATE | TOPIC |
|------------|--|
| 08/19/2016 | <ul style="list-style-type: none">• This Safety Recall is no longer active. Any vehicle that did not receive a 2 arm replacement repair is now included in Safety Recall G0V. Refer to G0V documents posted on TIS for current information.• This document should only be used for claim processing information (until September 16, 2016). |

The most recent update in the attached Dealer Letter will be highlighted with a red box.

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

Thank you for your cooperation.

TOYOTA

Update: Phase 7 – Remedy for 2009 – 2011 MY Vehicles Now Available

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 CSJ – **(Supplement to C0J)**
2006 to Early 2011 Model Year RAV4 Vehicles
RE-INSPECTION REQUIRED for Rear Lower Suspension Arm No.1

The original remedy for Safety Recall C0J on 2006 to early 2011 Model Year RAV4 vehicles was launched in Mid-November, 2012. **Toyota will be re-notifying all owners covered by Safety Recall C0J to return to the dealership for another inspection and remedy. This supplemental CSJ Campaign supersedes Safety Recall C0J. The inspection and remedy that will be completed in this supplemental campaign is different from the original inspection and remedy procedure and must be performed on all applicable vehicles regardless of the completion status of Safety Recall C0J.**

Background

Safety Recall C0J involved inspecting the right and left Rear Suspension Lower Arm No. 1 (“arm”) for looseness. Based upon this inspection, it may have been necessary to replace the arm(s).

Toyota received reports from dealers indicating that some vehicles experienced symptoms of the recalled condition after being inspected or repaired. Upon investigation, it was discovered that some inspections were not adequate and portions of the repair procedure may not have been performed correctly.

Based upon this information, Toyota will be re-notifying all owners covered by Safety Recall C0J. The notification will apologize to customers and inform them that their vehicles may **not** have been inspected or repaired correctly. The letter will request the customer to return to the dealership for a revised inspection and remedy procedure. The revised inspection and remedy will be performed at **No Charge**.

The supplemental Safety Recall CSJ will be launched in several phases due to limited parts availability. Please refer to the following table for the type of owner letter being sent to the customer.

| Phase | Model Year | Region | Owner Mailing Type | TIS Designation | Anticipated Remedy Date |
|-------|------------|-------------------|--------------------|-----------------|-------------------------|
| 1 | 2006-2008 | Boston | Remedy | CSJ | Late August, 2013 |
| 2 | | New York | Remedy | CSJ | Late September, 2013 |
| 3 | | Chicago | Remedy | CSJ | Early December, 2013 |
| 4 | | Cincinnati | Remedy | CSJ | Mid-January, 2014 |
| 5 | | CAT | Remedy | CSJ | Early February, 2014 |
| 6 | | Remaining Regions | Remedy | CSJ | Late March, 2014 |
| 7 | 2009-2011 | All Regions | Remedy | CSJ | Mid-April, 2014 |

CSJ Supplemental Remedy

Toyota dealers are requested to inspect the rear lower suspension arms using the newly developed procedure. If any rust is found on the internal threaded portion of the arm(s), the arm will be replaced. After the inspection or replacement, the rear suspension alignment will be set and the arms will be sealed with an epoxy. Labels will also be applied stating the arms are no longer adjustable. The above actions will be performed at **NO CHARGE** to the customer. Additionally, if Safety Recall C0J was previously completed the dealer will discard the warning labels, clips, and owner’s manual supplement previously provided. For additional information on inspection and repair procedures, please refer to TIS.

C2J Interim Inspection

Some customers may contact dealerships in regions where the remedy is not yet available. Dealerships in these regions can assist the customer by performing an interim inspection if requested.

Please note the customer will still need to return to dealership to have the revised remedy performed once it is available.

1. Owner Letter Mailing Date

Due to a limited quantity of available parts, the owner notification will be sent out in several phases. Depending on the model year and registered location of the vehicle, the customer will receive either an interim or remedy owner letter. The owner notification will commence in Mid-September, 2013. Customers who receive an interim notice will later receive a remedy notice once the remedy is available for their location. Please refer to the above table for mailing information by phase.

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 **verify eligibility by confirming through 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)]

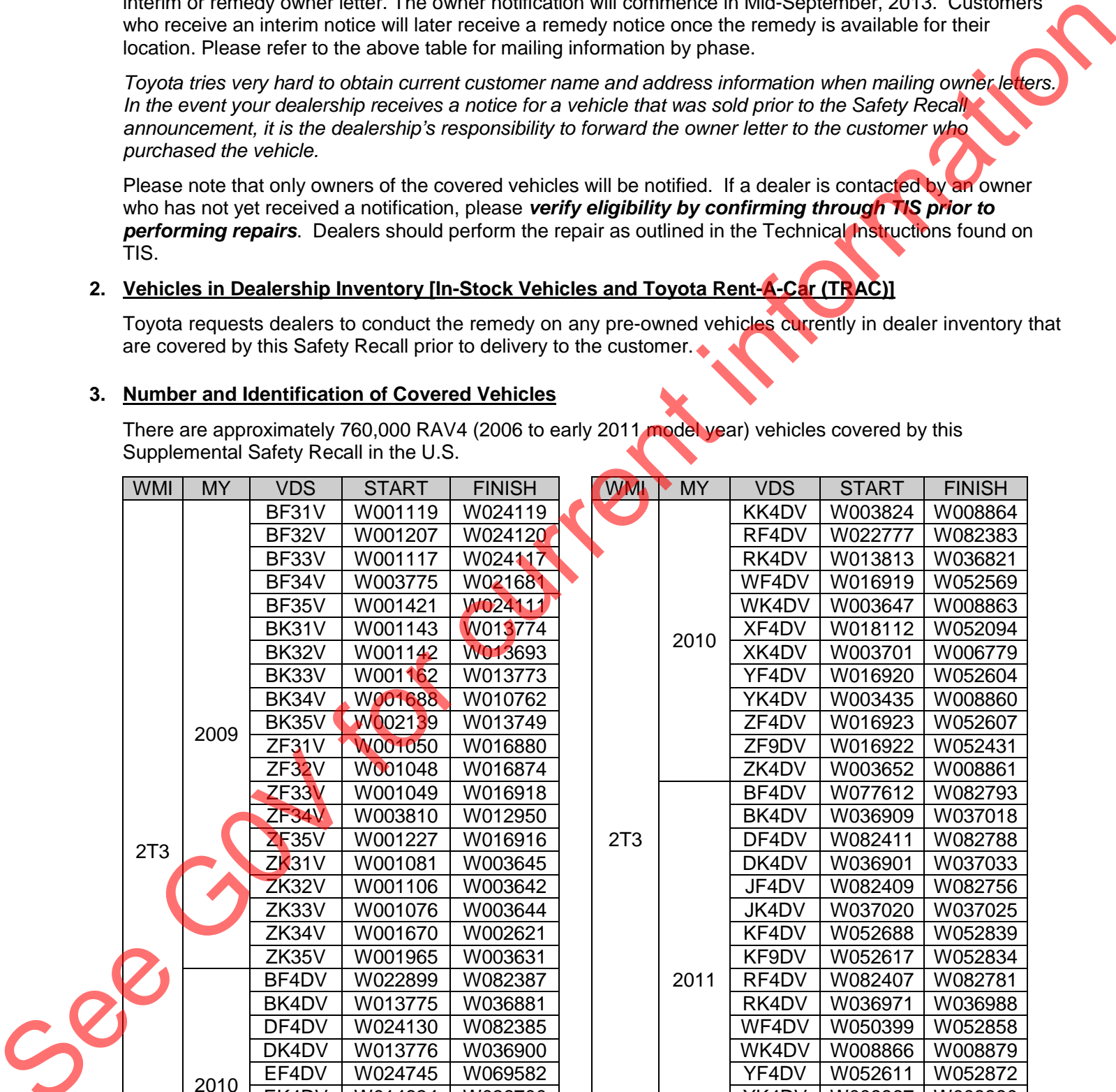
Toyota requests dealers to conduct the remedy on any pre-owned vehicles currently in dealer inventory that are covered by this Safety Recall prior to delivery to the customer.

3. Number and Identification of Covered Vehicles

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

| WMI | MY | VDS | START | FINISH |
|-------|---------|---------|---------|---------|
| 2T3 | 2009 | BF31V | W001119 | W024119 |
| | | BF32V | W001207 | W024120 |
| | | BF33V | W001117 | W024117 |
| | | BF34V | W003775 | W021681 |
| | | BF35V | W001421 | W024111 |
| | | BK31V | W001143 | W013774 |
| | | BK32V | W001142 | W013693 |
| | | BK33V | W001162 | W013773 |
| | | BK34V | W001688 | W010762 |
| | | BK35V | W002139 | W013749 |
| | | ZF31V | W001050 | W016880 |
| | | ZF32V | W001048 | W016874 |
| | | ZF33V | W001049 | W016918 |
| | | ZF34V | W003810 | W012950 |
| | | ZF35V | W001227 | W016916 |
| | | ZK31V | W001081 | W003645 |
| | ZK32V | W001106 | W003642 | |
| | ZK33V | W001076 | W003644 | |
| | ZK34V | W001670 | W002621 | |
| | ZK35V | W001965 | W003631 | |
| | 2010 | BF4DV | W022899 | W082387 |
| | | BK4DV | W013775 | W036881 |
| | | DF4DV | W024130 | W082385 |
| | | DK4DV | W013776 | W036900 |
| | | EF4DV | W024745 | W069582 |
| | | EK4DV | W014634 | W036700 |
| | | JF4DV | W024129 | W082307 |
| | | JK4DV | W013811 | W036888 |
| KF4DV | W016950 | W052601 | | |
| KF9DV | W016921 | W052580 | | |

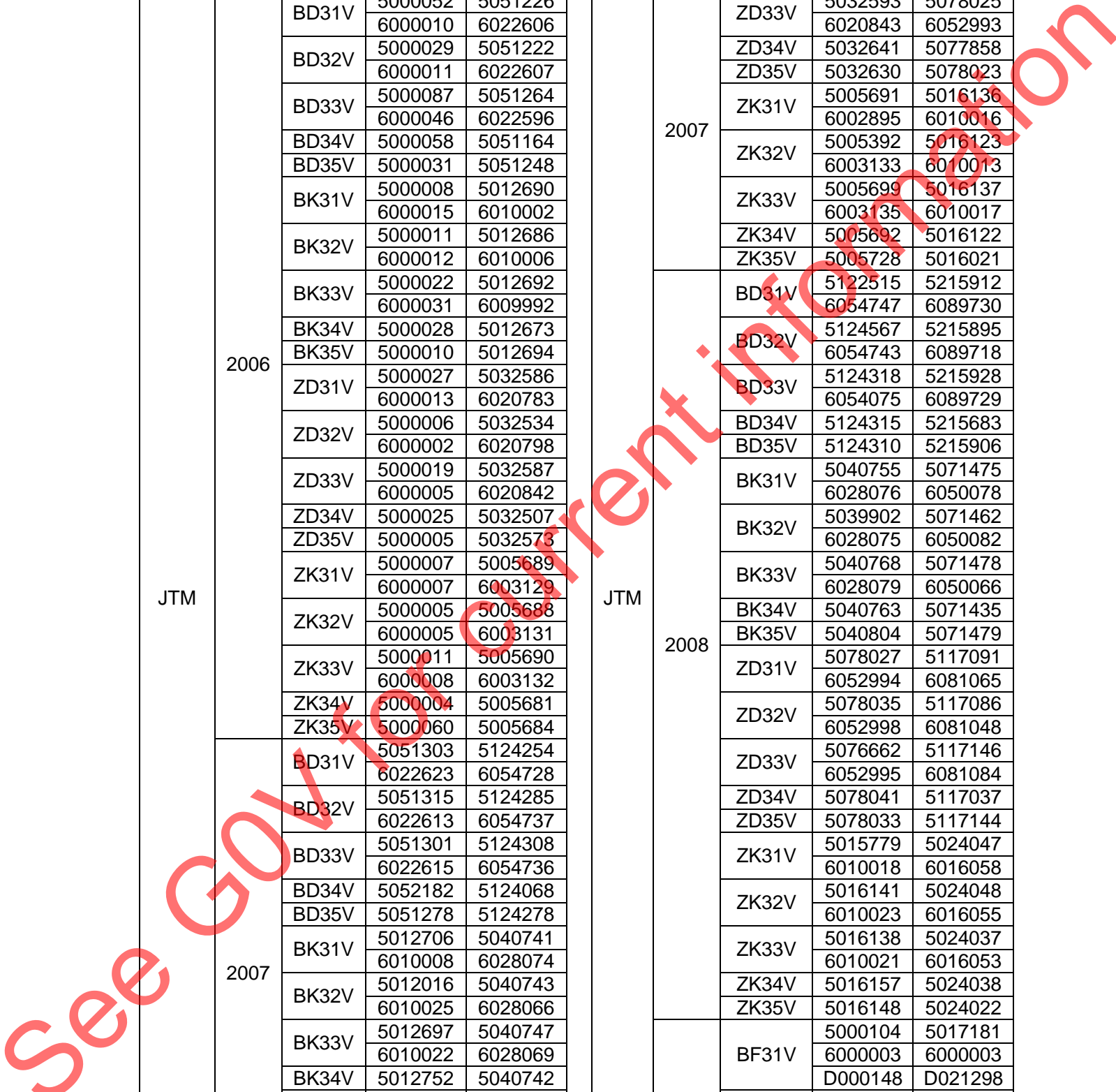
| WMI | MY | VDS | START | FINISH | |
|-------|---------|---------|---------|---------|---------|
| 2T3 | 2010 | KK4DV | W003824 | W008864 | |
| | | RF4DV | W022777 | W082383 | |
| | | RK4DV | W013813 | W036821 | |
| | | WF4DV | W016919 | W052569 | |
| | | WK4DV | W003647 | W008863 | |
| | | XF4DV | W018112 | W052094 | |
| | | XK4DV | W003701 | W006779 | |
| | | YF4DV | W016920 | W052604 | |
| | | YK4DV | W003435 | W008860 | |
| | | ZF4DV | W016923 | W052607 | |
| | | ZF9DV | W016922 | W052431 | |
| | | ZK4DV | W003652 | W008861 | |
| | | 2011 | BF4DV | W077612 | W082793 |
| | | | BK4DV | W036909 | W037018 |
| | | | DF4DV | W082411 | W082788 |
| | | | DK4DV | W036901 | W037033 |
| | JF4DV | | W082409 | W082756 | |
| | JK4DV | | W037020 | W037025 | |
| | KF4DV | | W052688 | W052839 | |
| | KF9DV | | W052617 | W052834 | |
| | RF4DV | | W082407 | W082781 | |
| | RK4DV | | W036971 | W036988 | |
| | WF4DV | | W050399 | W052858 | |
| | WK4DV | | W008866 | W008879 | |
| | YF4DV | W052611 | W052872 | | |
| | YK4DV | W008867 | W008880 | | |
| | ZF4DV | W052609 | W052873 | | |
| | ZF9DV | W052612 | W052856 | | |
| ZK4DV | W008870 | W008870 | | | |



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

| WMI | MY | VDS | START | FINISH |
|-------|-------|---------|---------|---------|
| JTM | 2006 | BD31V | 5000052 | 5051226 |
| | | | 6000010 | 6022606 |
| | | BD32V | 5000029 | 5051222 |
| | | | 6000011 | 6022607 |
| | | BD33V | 5000087 | 5051264 |
| | | | 6000046 | 6022596 |
| | | BD34V | 5000058 | 5051164 |
| | | BD35V | 5000031 | 5051248 |
| | | BK31V | 5000008 | 5012690 |
| | | | 6000015 | 6010002 |
| | | BK32V | 5000011 | 5012686 |
| | | | 6000012 | 6010006 |
| | | BK33V | 5000022 | 5012692 |
| | | | 6000031 | 6009992 |
| | | BK34V | 5000028 | 5012673 |
| | | BK35V | 5000010 | 5012694 |
| | | ZD31V | 5000027 | 5032586 |
| | | | 6000013 | 6020783 |
| | | ZD32V | 5000006 | 5032534 |
| | | | 6000002 | 6020798 |
| | | ZD33V | 5000019 | 5032587 |
| | | | 6000005 | 6020842 |
| | | ZD34V | 5000025 | 5032507 |
| | | ZD35V | 5000005 | 5032573 |
| | ZK31V | 5000007 | 5005689 | |
| | | 6000007 | 6003129 | |
| | ZK32V | 5000005 | 5005688 | |
| | | 6000005 | 6003131 | |
| | ZK33V | 5000011 | 5005690 | |
| | | 6000008 | 6003132 | |
| | ZK34V | 5000004 | 5005681 | |
| | ZK35V | 5000060 | 5005684 | |
| | 2007 | BD31V | 5051303 | 5124254 |
| | | | 6022623 | 6054728 |
| | | BD32V | 5051315 | 5124285 |
| | | | 6022613 | 6054737 |
| | | BD33V | 5051301 | 5124308 |
| | | | 6022615 | 6054736 |
| | | BD34V | 5052182 | 5124068 |
| | | BD35V | 5051278 | 5124278 |
| | | BK31V | 5012706 | 5040741 |
| | | | 6010008 | 6028074 |
| BK32V | | 5012016 | 5040743 | |
| | | 6010025 | 6028066 | |
| BK33V | | 5012697 | 5040747 | |
| | | 6010022 | 6028069 | |
| BK34V | | 5012752 | 5040742 | |
| BK35V | | 5012701 | 5040698 | |
| ZD31V | | 5031315 | 5077936 | |
| | | 6020846 | 6052991 | |
| ZD32V | | 5031131 | 5077984 | |
| | | 6019942 | 6052984 | |

| WMI | MY | VDS | START | FINISH |
|-------|---------|---------|---------|---------|
| JTM | 2007 | ZD33V | 5032593 | 5078025 |
| | | | 6020843 | 6052993 |
| | | ZD34V | 5032641 | 5077858 |
| | | ZD35V | 5032630 | 5078023 |
| | | ZK31V | 5005691 | 5016136 |
| | | | 6002895 | 6010016 |
| | | ZK32V | 5005392 | 5016123 |
| | | | 6003133 | 6010013 |
| | | ZK33V | 5005699 | 5016137 |
| | | | 6003135 | 6010017 |
| | | ZK34V | 5005692 | 5016122 |
| | | ZK35V | 5005728 | 5016021 |
| | 2008 | BD31V | 5122515 | 5215912 |
| | | | 6054747 | 6089730 |
| | | BD32V | 5124567 | 5215895 |
| | | BD33V | 5124318 | 5215928 |
| | | BD34V | 5124315 | 5215683 |
| | | | 5124310 | 5215906 |
| | | BD35V | 5124310 | 5215906 |
| | | | 5124310 | 5215906 |
| | | BK31V | 5040755 | 5071475 |
| | | | 6028076 | 6050078 |
| | | BK32V | 5039902 | 5071462 |
| | | | 6028075 | 6050082 |
| | BK33V | 5040768 | 5071478 | |
| | | 6028079 | 6050066 | |
| | BK34V | 5040763 | 5071435 | |
| | BK35V | 5040804 | 5071479 | |
| | ZD31V | 5078027 | 5117091 | |
| | | 6052994 | 6081065 | |
| | ZD32V | 5078035 | 5117086 | |
| | | 6052998 | 6081048 | |
| | ZD33V | 5076662 | 5117146 | |
| | | 6052995 | 6081084 | |
| | ZD34V | 5078041 | 5117037 | |
| | ZD35V | 5078033 | 5117144 | |
| ZK31V | 5015779 | 5024047 | | |
| | 6010018 | 6016058 | | |
| ZK32V | 5016141 | 5024048 | | |
| | 6010023 | 6016055 | | |
| ZK33V | 5016138 | 5024037 | | |
| | 6010021 | 6016053 | | |
| ZK34V | 5016157 | 5024038 | | |
| ZK35V | 5016148 | 5024022 | | |
| 2009 | BF31V | 5000104 | 5017181 | |
| | | 6000003 | 6000003 | |
| | | D000148 | D021298 | |
| | BF32V | 5000105 | 5017187 | |
| | | 6000000 | 6000000 | |
| | | D000170 | D021282 | |
| | BF33V | 5000109 | 5017205 | |
| | | 6000004 | 6000004 | |



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

| WMI | MY | VDS | START | FINISH | WMI | MY | VDS | START | FINISH |
|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| JTM | 2009 | BF33V | D000124 | D021303 | JTM | 2010 | EK4DV | 5084606 | 5096973 |
| | | BF34V | 5000106 | 5011765 | | | JF4DV | 5017209 | 5037237 |
| | | BF35V | 5000103 | 5017199 | | | JK4DV | 5084196 | 5098439 |
| | | BK31V | 5070458 | 5084189 | | | KF4DV | 5014245 | 5032167 |
| | | | 6041373 | 6041905 | | | KK4DV | 5026161 | 5027285 |
| | | | D000125 | D010236 | | | RF4DV | 5017208 | 5037242 |
| | | BK32V | 5057953 | 5084187 | | | D021309 | D039590 | |
| | | | 6049697 | 6049713 | | | RK4DV | 5084203 | 5098457 |
| | | | D000150 | D010128 | | | D010242 | D017704 | |
| | | BK33V | 5057681 | 5084128 | | | WF4DV | 5014246 | 5032119 |
| | | | D000101 | D010235 | | | D015514 | D028128 | |
| | | BK34V | 5071496 | 5084167 | | | WK4DV | 5026116 | 5027361 |
| | | BK35V | 5071507 | 5084172 | | | | D003177 | D004794 |
| | | ZF31V | 5000103 | 5014236 | | | XF4DV | 5016939 | 5031934 |
| | | | 6000000 | 6000002 | | | XK4DV | 5026233 | 5027247 |
| | | | D000102 | D015503 | | | YF4DV | 5013774 | 5032161 |
| | | ZF32V | 5000110 | 5014237 | | | D015517 | D029440 | |
| | | | 6000001 | 6000004 | | | YK4DV | 5026113 | 5027372 |
| | | | D000101 | D015507 | | | D003141 | D004796 | |
| | | ZF33V | 5000105 | 5014242 | | | ZF4DV | 5014243 | 5032169 |
| | | | 6000003 | 6000007 | | | D015512 | D029469 | |
| | | | D000109 | D015511 | | | ZK4DV | 5026110 | 5027371 |
| | | ZF34V | 5000120 | 5014170 | | | D003182 | D004788 | |
| | | ZF35V | 5000104 | 5014232 | | | BF4DV | 5037250 | 5037816 |
| | | ZK31V | 5023836 | 5026109 | | | | DF4DV | 5037541 |
| | D000103 | | D003176 | D039852 | | D039852 | | | |
| | ZK32V | 5023823 | 5026102 | EF4DV | | 5037428 | 5037474 | | |
| | | 6015916 | 6015951 | JF4DV | | 5036972 | 5037773 | | |
| | | D000112 | D003174 | KF4DV | | 5032171 | 5032615 | | |
| | ZK33V | 5024054 | 5026039 | KK4DV | | 5027374 | 5027382 | | |
| | | 6015898 | 6015967 | RF4DV | | 5037253 | 5037813 | | |
| | | D000101 | D003135 | RK4DV | | 5098183 | 5098978 | | |
| | ZK34V | 5024061 | 5026106 | WF4DV | | 5032170 | 5032622 | | |
| | ZK35V | 5024071 | 5025801 | | | WK4DV | 5027373 | 5027384 | |
| | 2010 | BF4DV | 5017206 | 5037249 | | XF4DV | 5032183 | 5032209 | |
| D021304 | | | D039942 | YF4DV | 5032383 | 5032596 | | | |
| BK4DV | | 5084190 | 5098459 | YK4DV | 5027377 | 5027381 | | | |
| | | D010244 | D017766 | D004797 | D004797 | | | | |
| DF4DV | | 5017212 | 5037209 | ZF4DV | 5032172 | 5032613 | | | |
| | | D021305 | D039591 | D029470 | D029470 | | | | |
| DK4DV | | 5084192 | 5098458 | ZK4DV | 5027376 | 5027385 | | | |
| | | D010237 | D017767 | | D004782 | D004782 | | | |
| EF4DV | | 5021182 | 5033749 | | | | | | |

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 **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

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

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

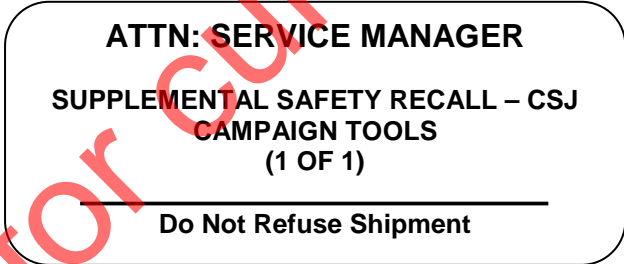
| | | | | | | | | | |
|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|
| STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO | STATE | UIO |
| AK | 2,005 | HI | 4,188 | MI | 11,400 | NV | 6,071 | UT | 5,504 |
| AL | 5,519 | IA | 6,569 | MN | 14,652 | NY | 70,555 | VA | 23,657 |
| AR | 4,011 | ID | 3,343 | MO | 9,974 | OH | 23,647 | VT | 4,190 |
| AZ | 12,785 | IL | 30,793 | MS | 2,489 | OK | 5,789 | WA | 19,061 |
| CA | 85,213 | IN | 10,794 | MT | 2,437 | OR | 10,315 | WI | 16,304 |
| CO | 17,127 | KS | 5,276 | NC | 16,237 | PA | 42,010 | WV | 4,948 |
| CT | 13,991 | KY | 7,703 | ND | 1,267 | RI | 4,592 | WY | 1,427 |
| DC | 1,054 | LA | 7,035 | NE | 3,602 | SC | 6,900 | | |
| DE | 2,447 | MA | 36,727 | NH | 8,077 | SD | 1,399 | | |
| FL | 40,360 | MD | 19,702 | NJ | 36,704 | TN | 8,467 | | |
| GA | 16,349 | ME | 6,036 | NM | 4,125 | TX | 43,802 | | |

4. Dealer/Owner Lists

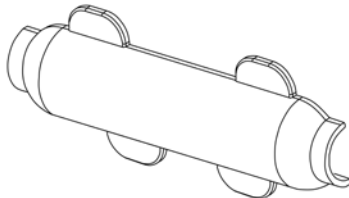
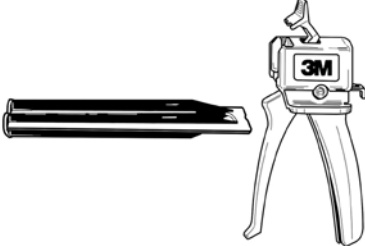
Summary Reports, containing the number of covered vehicles in your dealership’s primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.) Summary reports will only be provided for regions where the remedy is available.

5. Special Service Tools

In a separate shipment, which is scheduled to arrive prior to the remedy announcement for each region, your dealership will receive a package containing Special Service Tools for this campaign. The package will have a fluorescent (green, orange, yellow, or pink) label like the sample shown below for easy identification.



These tools are needed when performing the Rear Lower Suspension Arm No. 1 epoxy application for Supplemental Safety Recall CSJ. These tools **ARE NOT** available through normal parts or tools channels. There is a very limited supply of tools, but if additional tools are needed, contact your regional representative.

| Name | Sample Image | Qty. |
|------------------|--|---------------------------------|
| Epoxy Mold |  | 4 halves / 2 completed molds |
| Epoxy Applicator |  | 1 |

6. Technician Training Requirements

The repair quality of covered vehicles is extremely important to Toyota. All dealership associates involved in the recall process are required to successfully complete E-Learning course **SC13A**. To ensure that all vehicles have the repair performed correctly; technicians performing this repair must also successfully complete **SC13C** and be certified to one or more of the following levels:

- **Toyota Expert - Chassis**
- **Master**
- **Master Diagnostic Technician (MDT)**

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure properly trained technicians available to perform this repair at all times.

7. Material Ordering Information

The epoxy kit required for each vehicle can be ordered through the Toyota Complete Maintenance Care (TCMC) and will be drop shipped from AMREP. Ordering of this product is limited to regions where the remedy has been announced.

| Model Application | Epoxy Kit Part No. | Chemical Name | Qty/Unit |
|--|--------------------|---------------|-------------------|
| RAV4 | 00289-SW1KT-DS | Epoxy Kit | 1 Kit Per Vehicle |
| <u>The kit above includes the following components:</u> 50mL Tube of Epoxy = Quantity 1 Epoxy Mixing Tube = Quantity 1 Safety Recall Caution Labels = Quantity 2 | | | |

The required Mold Release Spray can be ordered through the Toyota Complete Maintenance Care (TCMC) and will be drop shipped from AMREP. Ordering of this product is limited to regions where the remedy has been announced.

| Model Application | Epoxy Kit Part No. | Chemical Name | Qty/Unit |
|--|--------------------|--------------------|------------------------|
| RAV4 | 00289-HKLMR-DS | Mold Release Spray | 1 Can Per 100 Vehicles |
| <u>Note:</u> When ordering a quantity of 1 your dealership will be shipped a 1 can of Mold Release Spray. | | | |

8. Parts Ordering Information

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 | Quantity |
|--|-------------|---------------------------------|-----------|
| CSJ | 04002-22142 | Rear Suspension Arm No.1 Kit* | As Needed |
| *The Kit above includes the following parts: | | | |
| 48710-0R010 | | Rear Lower Suspension Arm No. 1 | 1 |
| 90179-12027 | | Nut | 1 |

(Part Ordering Information Continued. . .)

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 |
|-------------|---------------------------|---------------------|----------------------|--------------------------|----------------------------|----------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |

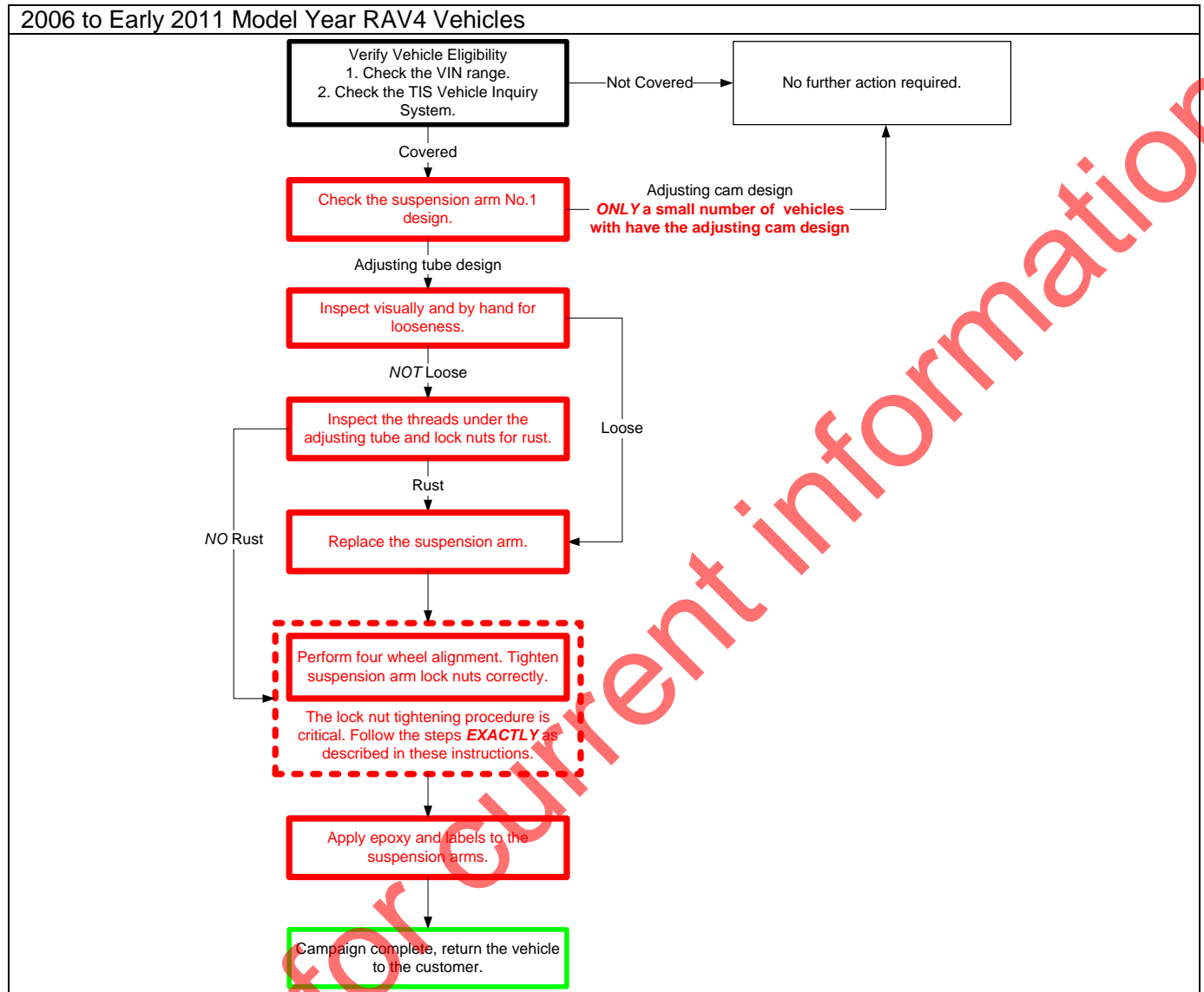
9. Remedy Procedures

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.

See

10. Warranty Reimbursement Procedure



NOTE: The Op Codes below will expire on September 16th, 2016. Please see updated directions and Op Codes under campaign G0V after this date.

| TIS Designation | Model | Op. Code | Description | Flat Rate Hour |
|-----------------|-------|----------|--|----------------|
| CSJ | RAV4 | 3505JA | Check Rear Lower Suspension Arm No.1 for Rust/Looseness, Apply Epoxy, Warning Labels, and Perform Alignment | 2.3 hr/vehicle |
| | | 3505JB | Check Rear Lower Suspension Arm No.1 for Rust/Looseness, Replace One Arm, Apply Epoxy, Warning Labels, and Perform Alignment | 2.5 hr/vehicle |
| | | 3505JC | Check Rear Lower Suspension Arm No.1 for Rust/Looseness, Replace Both Arms, Apply Epoxy, Warning Labels, and Perform Alignment | 2.7 hr/vehicle |

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

- The flat rate times for Op Codes 3505JA, 3505JB, and 3505JC include flat rate time for performing an alignment.
- The cost of the Epoxy Kit can be claimed by part number under Op. Codes 3505JA, 3505JB, 3505JC.
- The cost of the Mold Release Spray can be claimed under Op. Codes 3505JA, 3505JB, 3505JC as sublet type "ZZ" at a maximum rate of \$0.25 per vehicle.

Safety Recall CSJ – D – Page 9

(Warranty Reimbursement Procedures Continued . . .)

In the limited cases where the Rear Suspension Arm No.1 is of the adjustment cam design type the following operation code should be used.

| Model | Op. Code | Description | Flat Rate Hour |
|-------|----------|---------------------------------------|----------------|
| RAV4 | 3505JD | Suspension Arm is Adjustment Cam Type | 0.2 hr/vehicle |

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

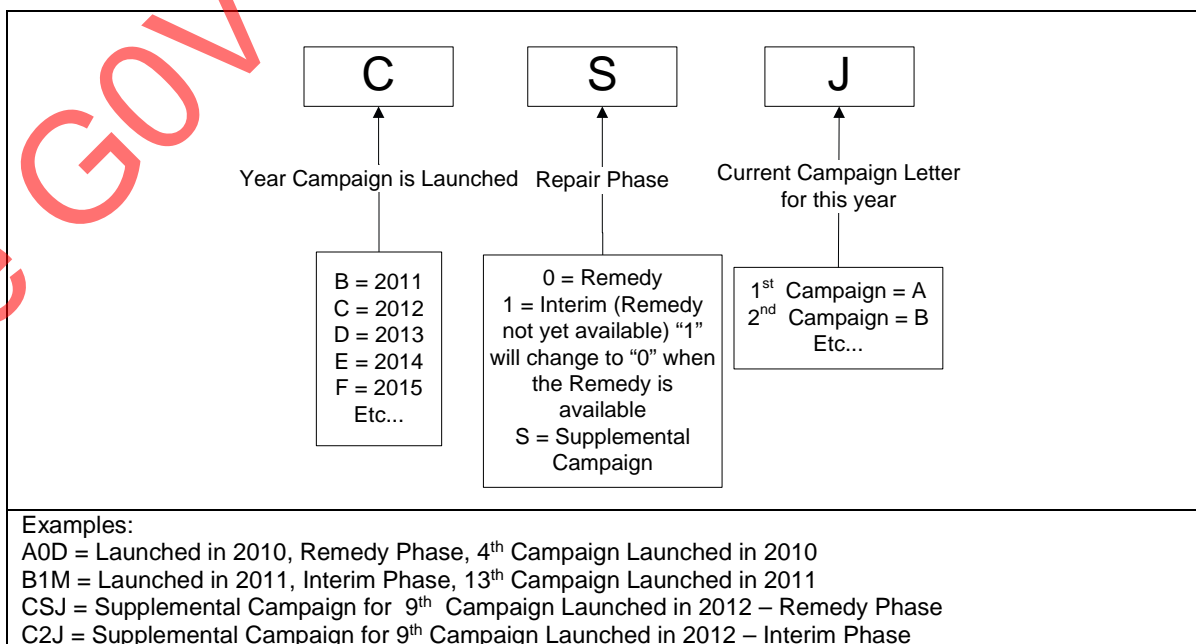


The following operation code is only to be used in the event the customer requests an interim inspection. This op code is only available for dealers who do not have the remedy available in their Region.

| TIS Designation | Model | Op. Code | Description | Flat Rate Hour |
|-----------------|-------|----------|---|----------------|
| C2J | RAV4 | 3504JA | Perform Interim Inspection at Customer Request | 0.4 hr/vehicle |
| | | 3504JB | Perform Interim Inspection at Customer Request – Replace 1 Arm and Perform Alignment | 2.1 hr/vehicle |
| | | 3504JC | Perform Interim Inspection at Customer Request – Replace 2 Arms and Perform Alignment | 2.3 hr/vehicle |

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The flat rate time for alignment is included in op codes 3504JB, and 3504JC.

Campaign Designation Decoder



11. 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.

12. Media Contacts

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. In this regard, all media contacts must be directed to Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers.)

13. Customer Contacts

A FAQ 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.

See GOV for current information



Safety Recall CSJ (Supplement to C0J)
2006 to early 2011 Model Year Toyota RAV4 Vehicles
Rear Lower Suspension Arms (No.1)
RE-INSPECTION REQUIRED

Customer Frequently Asked Questions
 Published Late September, 2013

Background

The original remedy for Safety Recall C0J on 2006 to early 2011 Model Year RAV4 vehicles was launched in Mid-November, 2012. **Toyota will be re-notifying all owners covered by Safety Recall C0J to return to the dealership for a revised inspection and remedy procedure. Supplemental Safety Recall CSJ will be launched in several phases due to limited parts availability. Please refer to the following table for the type of owner letter being sent at this time.**

| Phase | Model Year | Region | Owner Mailing Type | TIS Designation | Anticipated Remedy Date |
|-------|------------|-------------------|--------------------|-----------------|-------------------------|
| 1 | 2006-2008 | Boston | Remedy | CSJ | Late August, 2013 |
| 2 | | New York | Remedy | CSJ | Late September, 2013 |
| 3 | | Chicago | Remedy | CSJ | Early December, 2013 |
| 4 | | Cincinnati | Remedy | CSJ | Mid-January, 2014 |
| 5 | | CAT | Remedy | CSJ | Early February, 2014 |
| 6 | | Remaining Regions | Remedy | CSJ | Late March, 2014 |
| 7 | 2009-2011 | All Regions | Remedy | CSJ | Mid-April, 2014 |

Q1: Why is Toyota conducting a supplemental recall for C0J?

A1: Toyota received reports from dealers indicating that some vehicles experienced symptoms of the recalled condition after being inspected or repaired. Upon investigation, it was discovered that some inspections were not adequate and portions of the repair procedure may not have been performed correctly. Based upon this information, Toyota has revised the inspection and remedy procedures applied to vehicles covered by Safety Recall C0J. To ensure vehicles are properly inspected and repaired, Toyota is requesting **all owners** of vehicles which were covered by Safety Recall C0J to come to the dealership to have the revised inspection and remedy procedure performed.

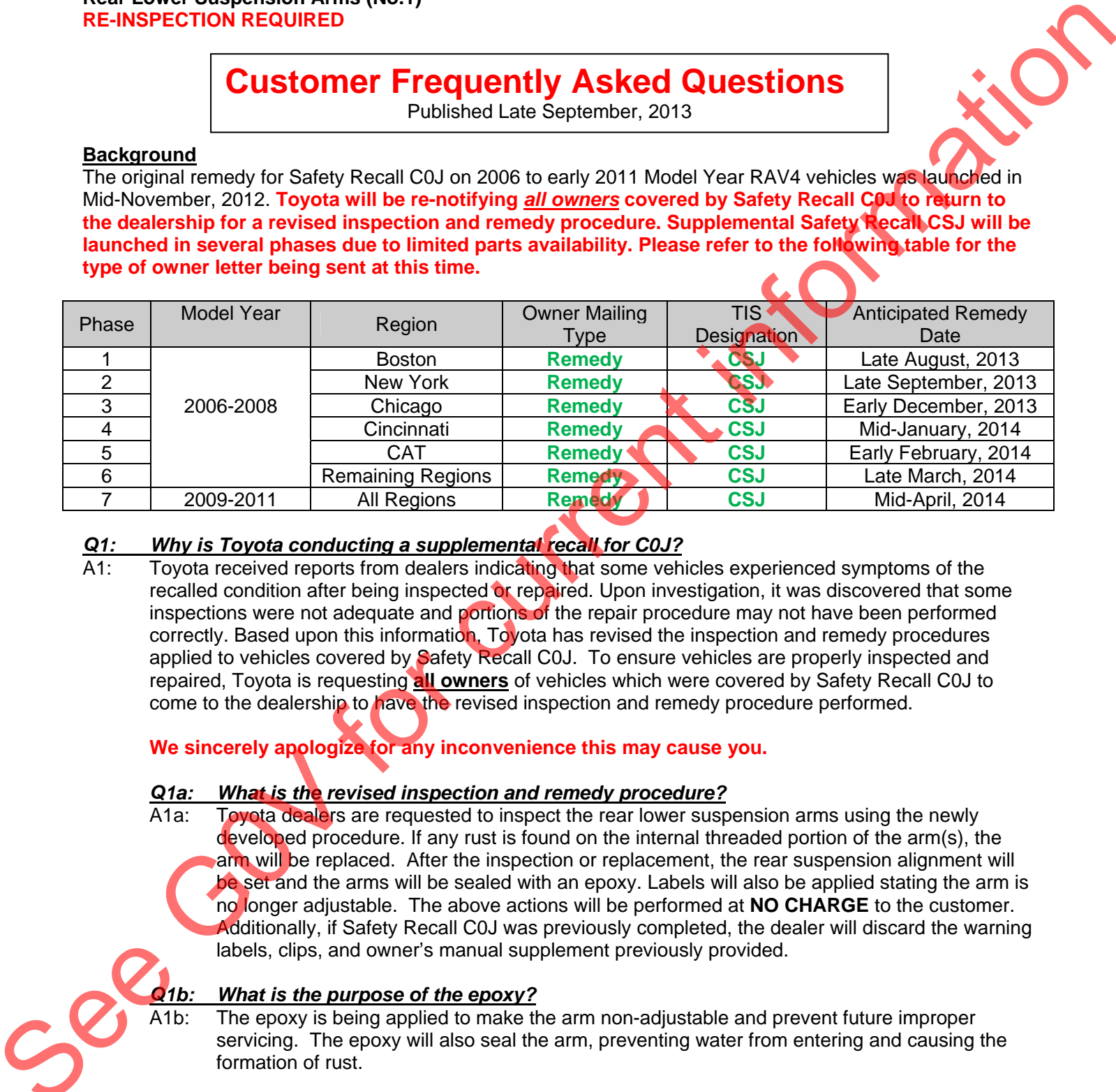
We sincerely apologize for any inconvenience this may cause you.

Q1a: What is the revised inspection and remedy procedure?

A1a: Toyota dealers are requested to inspect the rear lower suspension arms using the newly developed procedure. If any rust is found on the internal threaded portion of the arm(s), the arm will be replaced. After the inspection or replacement, the rear suspension alignment will be set and the arms will be sealed with an epoxy. Labels will also be applied stating the arm is no longer adjustable. The above actions will be performed at **NO CHARGE** to the customer. Additionally, if Safety Recall C0J was previously completed, the dealer will discard the warning labels, clips, and owner's manual supplement previously provided.

Q1b: What is the purpose of the epoxy?

A1b: The epoxy is being applied to make the arm non-adjustable and prevent future improper servicing. The epoxy will also seal the arm, preventing water from entering and causing the formation of rust.



Q1c: How will I have my alignment adjusted in the future?

A1c: During the remedy repair Toyota will set the rear alignment of your vehicle to the proper specification. Future vehicle alignment adjustment and steering wheel centering will be performed using the front wheel adjustments only. This is similar to many other vehicles. If the rear wheel alignment shifts out of specification, rear suspension arms or other components may need to be replaced.

Q2: What is the condition?

A2: The Rear Suspension Arm No.1 Assemblies ("arm") are currently adjustable. 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 can develop at the threaded portion of the arm. This backlash can lead to the formation of rust on the threads. If this occurs, threads could wear, causing the arm to separate, which could result in the loss of vehicle control and a crash.

Q3: What should I do if I received a remedy owner letter?

A3: Please contact any authorized Toyota dealer and make an appointment to have the revised inspection and remedy procedure applied to the Rear Lower Suspension Arms (No. 1) of your vehicle.

Q3a: What should I do if I received an interim owner letter?

A3a: Due to limited part and Special Service Tool availability, this Supplemental Safety Recall is being launched in several phases by state. We appreciate your patience while we make remedy preparations for your state. In the meantime, if you would like to have an interim inspection* performed, please contact your local authorized Toyota dealer.

**You will still need to return to the dealership to have the revised inspection and remedy procedure performed when it is available for your state.*

Once the remedy is available for your area, Toyota will send a second owner notification by first class mail advising owners to make an appointment with their local authorized Toyota dealer to have the remedy performed at **NO CHARGE**.

Q4: How long will the revised inspection and remedy procedure take?

A4: The revised inspection and remedy procedure for the Rear Lower Suspension Arm No. 1 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.

Q5: Are there any warnings that this condition has occurred?

A5: Yes, if the Rear Lower Suspension Arm No. 1 becomes loose, the driver may notice an abnormal noise from the rear of the vehicle.

Q5a: What should I do if I hear an abnormal noise from the rear of the vehicle?

A5a: If you hear an abnormal noise from the rear of the vehicle, you should contact any authorized Toyota dealer for diagnosis, and if applicable, repair. If the condition is related to this Safety Recall the repair will be performed at **no charge** to you.

Q6: Which and how many vehicles are covered by the Supplemental Safety Recall?

A6: There are approximately 760,000 Toyota RAV4 vehicles and approximately 18,000 Lexus HS250h Vehicles covered by this Supplemental 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 |

Q6a: Are there any other Toyota or Lexus vehicles covered?

A6a: No. There are no other Toyota or Lexus models covered by this Safety Recall.

Q7: What if I have 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.

See GOV for current information

**2006 to Early 2011 Model Year RAV4 Vehicles
Rear Lower Suspension Arms (No.1)
SAFETY RECALL NOTICE**

URGENT SAFETY RECALL
This is an important Safety Recall Notification. The revised inspection will be performed at **NO CHARGE** to you.

REVISED INSPECTION AND REMEDY PROCEDURE

[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. As previously advised, Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2006 to Early 2011 Model Year RAV4 vehicles.

Several months ago Toyota initiated a Safety Recall on these vehicles (Safety Recall #C0J). Since then, Toyota received reports from dealers indicating that some vehicles experienced symptoms of the recalled condition after being inspected or repaired. Upon investigation, it was discovered that some inspections were not adequate and portions of the repair procedure may not have been performed correctly. To ensure vehicles covered by this Safety Recall are repaired correctly Toyota has developed a revised inspection and remedy procedure. This new Safety Recall (#CSJ) supersedes C0J and should be completed as soon as possible.

EVEN IF YOU HAVE HAD THE PREVIOUS RECALL COMPLETED, YOU WILL NEED TO RETURN YOUR VEHICLE TO A TOYOTA DEALER FOR THE NEW RECALL REPAIR. IF YOU DID NOT HAVE THE PREVIOUS RECALL COMPLETED, OR ARE NOT SURE, PLEASE BRING YOUR VEHICLE TO A TOYOTA DEALER TO HAVE THE RECALL REPAIR COMPLETED.

We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

What will Toyota do?

Any authorized Toyota dealer will inspect the rear lower suspension arms using the newly developed procedure. If any rust is found on the internal threaded portion of the arm(s), the arm will be replaced. After the inspection or replacement, the rear suspension alignment will be set and the arms will be sealed with an epoxy. Labels will also be applied stating the arm is no longer adjustable. The above actions will be performed at **no charge** to you.

What is the condition?

The Rear Lower Suspension Arm No.1 Assemblies ("arm") are currently adjustable. 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 can develop at the threaded portion of the arm. This backlash can lead to the formation of rust on the threads. If this occurs, threads could wear, causing the arm to separate, which could result in the loss of vehicle control and a crash.

What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have the revised inspection and remedy performed on your vehicle at **no charge to you.**

The revised inspection and remedy procedure 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.

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, 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 repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
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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

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

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.

See GOV for current information



Safety Recall CSJ (Supplement to C0J)
2006 to early 2011 Model Year Toyota RAV4 Vehicles
Rear Lower Suspension Arms (No.1)
RE-INSPECTION REQUIRED

Customer Frequently Asked Questions
 Published Late September, 2013

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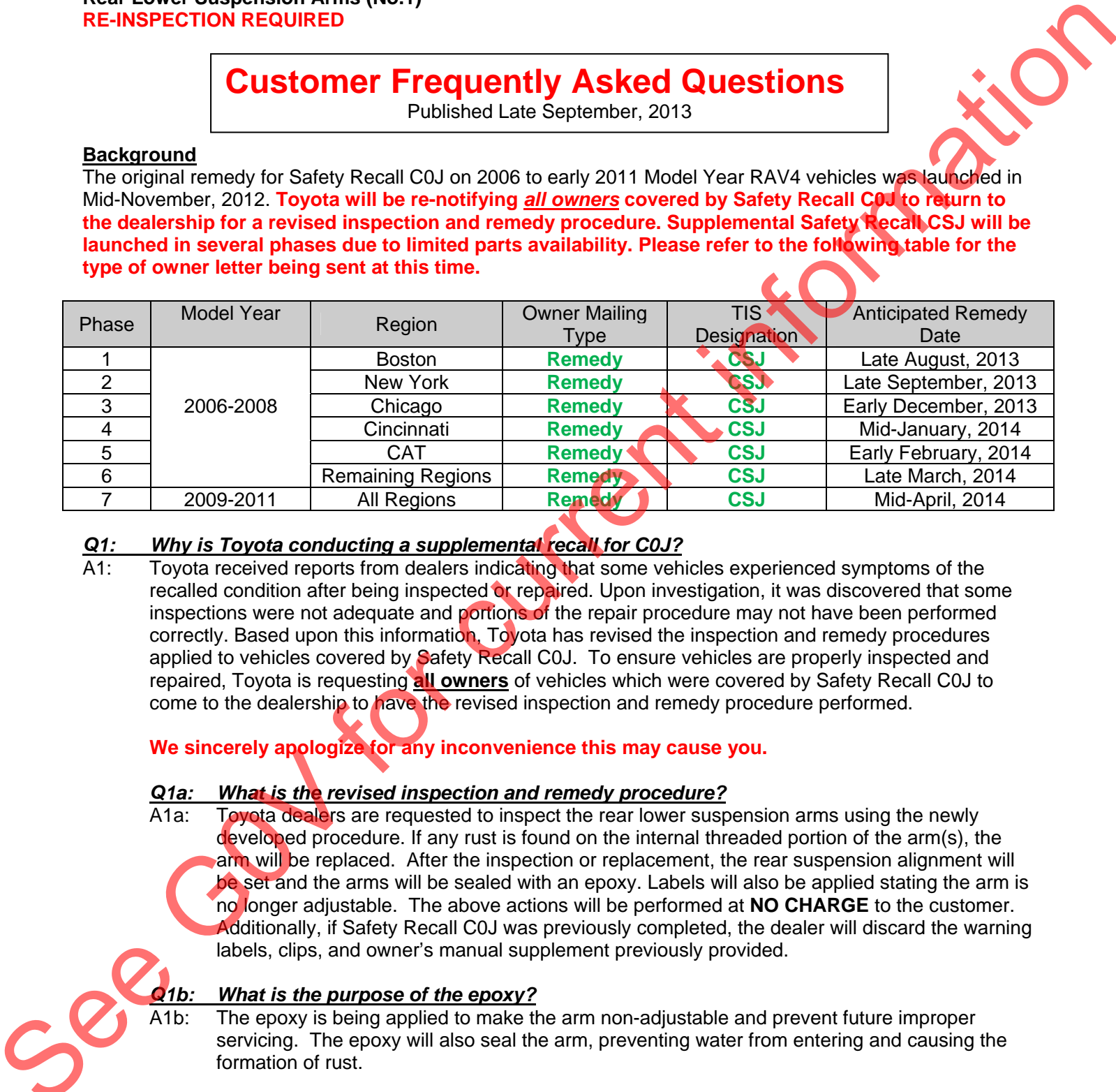
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Q1b: What is the purpose of the epoxy?

A1b: The epoxy is being applied to make the arm non-adjustable and prevent future improper servicing. The epoxy will also seal the arm, preventing water from entering and causing the formation of rust.



Q1c: How will I have my alignment adjusted in the future?

A1c: During the remedy repair Toyota will set the rear alignment of your vehicle to the proper specification. Future vehicle alignment adjustment and steering wheel centering will be performed using the front wheel adjustments only. This is similar to many other vehicles. If the rear wheel alignment shifts out of specification, rear suspension arms or other components may need to be replaced.

Q2: What is the condition?

A2: The Rear Suspension Arm No.1 Assemblies ("arm") are currently adjustable. 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 can develop at the threaded portion of the arm. This backlash can lead to the formation of rust on the threads. If this occurs, threads could wear, causing the arm to separate, which could result in the loss of vehicle control and a crash.

Q3: What should I do if I received a remedy owner letter?

A3: Please contact any authorized Toyota dealer and make an appointment to have the revised inspection and remedy procedure applied to the Rear Lower Suspension Arms (No. 1) of your vehicle.

Q3a: What should I do if I received an interim owner letter?

A3a: Due to limited part and Special Service Tool availability, this Supplemental Safety Recall is being launched in several phases by state. We appreciate your patience while we make remedy preparations for your state. In the meantime, if you would like to have an interim inspection* performed, please contact your local authorized Toyota dealer.

**You will still need to return to the dealership to have the revised inspection and remedy procedure performed when it is available for your state.*

Once the remedy is available for your area, Toyota will send a second owner notification by first class mail advising owners to make an appointment with their local authorized Toyota dealer to have the remedy performed at **NO CHARGE**.

Q4: How long will the revised inspection and remedy procedure take?

A4: The revised inspection and remedy procedure for the Rear Lower Suspension Arm No. 1 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.

Q5: Are there any warnings that this condition has occurred?

A5: Yes, if the Rear Lower Suspension Arm No. 1 becomes loose, the driver may notice an abnormal noise from the rear of the vehicle.

Q5a: What should I do if I hear an abnormal noise from the rear of the vehicle?

A5a: If you hear an abnormal noise from the rear of the vehicle, you should contact any authorized Toyota dealer for diagnosis, and if applicable, repair. If the condition is related to this Safety Recall the repair will be performed at **no charge** to you.

Q6: Which and how many vehicles are covered by the Supplemental Safety Recall?

A6: There are approximately 760,000 Toyota RAV4 vehicles and approximately 18,000 Lexus HS250h Vehicles covered by this Supplemental Safety Recall in the U.S.

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

Q6a: Are there any other Toyota or Lexus vehicles covered?

A6a: No. There are no other Toyota or Lexus models covered by this Safety Recall.

Q7: What if I have 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.

See GOV for current information

**2006 to Early 2011 Model Year RAV4 Vehicles
Rear Lower Suspension Arms (No.1)
SAFETY RECALL NOTICE (*Interim Notice*)**

INTERIM NOTICE

We are currently preparing the revised remedy procedure. We will notify you again when the remedy is available.

REVISED REMEDY PREPARATIONS IN PROGRESS

[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. As previously advised, Toyota has decided that a defect, which relates to motor vehicle safety, exists in 2006 to Early 2011 Model Year RAV4 vehicles.

Several months ago Toyota initiated a Safety Recall on these vehicles (Safety Recall #C0J). Since then, Toyota received reports from dealers indicating that some vehicles experienced symptoms of the recalled condition after being inspected or repaired. Upon investigation, it was discovered that some inspections were not adequate and portions of the repair procedure may not have been performed correctly. To ensure vehicles covered by this Safety Recall are repaired correctly, Toyota has developed a revised inspection and remedy procedure. This new Safety Recall (#CSJ) supersedes C0J. Due to parts and Special Service Tool availability, the revised inspection and remedy will be released in stages by state.

We will notify you again when the revised inspection and remedy procedure is available for your state.

EVEN IF YOU HAVE HAD THE PREVIOUS RECALL COMPLETED, YOU WILL NEED TO RETURN YOUR VEHICLE TO A TOYOTA DEALER FOR THE NEW RECALL REPAIR WHEN IT BECOMES AVAILABLE IN YOUR STATE. IF YOU DID NOT HAVE THE PREVIOUS RECALL COMPLETED, OR ARE NOT SURE, WE WILL NOTIFY YOU AGAIN WHEN YOU CAN BRING YOUR VEHICLE TO A TOYOTA DEALER TO HAVE THE RECALL REPAIR COMPLETED.

We sincerely apologize for any inconvenience this will cause, but we are taking this action to ensure your safety.

What is the condition?

The Rear Lower Suspension Arm No.1 Assemblies ("arm") are currently adjustable. 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 can develop at the threaded portion of the arm. This backlash can lead to the formation of rust on the threads. If this occurs, threads could wear, causing the arm to separate, which could result in the loss of vehicle control and a crash.

What should you do in the Interim?

We appreciate your patience while we make remedy preparations for your state. In the meantime, if you experience an abnormal noise from the rear of your vehicle, we ask that you make an appointment with your local authorized Toyota dealer to have an Interim Inspection performed. *You will still need to return to the dealer to have the revised inspection and remedy completed once it is available for your state.*

You will receive a second owner notification when the revised inspection and remedy procedure is available.

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, 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 repair when it becomes available.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- 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 repairs to your vehicle for this specific condition prior to receiving this letter, we will provide you instructions for reimbursement consideration in the second owner letter once the revised remedy preparations are completed.

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.

See GOV for current information

**2006 to Early 2011 Model Year RAV4 Vehicles
Rear Lower Suspension Arms (No.1)
SAFETY RECALL NOTICE**

URGENT SAFETY RECALL
This is an important Safety Recall Notification. The revised inspection will be performed at **NO CHARGE** to you.

REVISED INSPECTION AND REMEDY PROCEDURE

[VIN]

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What will Toyota do?

Any authorized Toyota dealer will inspect the rear lower suspension arms using the newly developed procedure. If any rust is found on the internal threaded portion of the arm(s), the arm will be replaced. After the inspection or replacement, the rear suspension alignment will be set and the arms will be sealed with an epoxy. Labels will also be applied stating the arm is no longer adjustable. The above actions will be performed at **no charge** to you.

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What should you do?

This is an important Safety Recall

Please contact any authorized Toyota dealer and make an appointment to have the revised inspection and remedy performed on your vehicle at **no charge to you.**

The revised inspection and remedy procedure 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.

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Toyota Motor Sales, U.S.A., Inc
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Please note that the dealer must complete the Safety Recall remedy before reimbursement consideration requests can be processed.

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Thank you for driving a Toyota.

Sincerely,

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

See GOV for current information

Owner Information Supplement – Epoxy Application for Rear Lower Suspension Arm No.1

What do I do next?

- Please make an appointment with an authorized Toyota dealership in the State of _____ to have your vehicle's Rear Lower Suspension Arms No.1 inspected and sealed with a specialized epoxy.
- Dealerships in the following states have the Special Service Tools to apply the epoxy: MA, ME, NH, RI, VT. You may contact any authorized Toyota dealership in any of these states to have your vehicle's Rear Lower Suspension Arm No. 1 inspected and sealed with the specialized epoxy.
- Toyota is continuing its efforts to arrange for Special Service Tool delivery for dealerships in the remaining 50 states.

What if I have my normal maintenance conducted at a dealership that is not equipped with the Special Service Tools?

We apologize for the inconvenience, but at the current time, you have the following options.

- You can have the vehicle inspected and epoxy applied at a Toyota dealership in one of the states identified above.

Or

- You can choose to wait until your preferred dealership is equipped with the Special Service Tools to apply the epoxy. Please periodically check with your Toyota dealership on its current status.

Or

- If you choose to visit a dealership that is not in the above identified states, the dealership can perform an interim inspection. If you choose this option, you will need to return to the dealership at a later date once the dealership is equipped to apply the epoxy.

Why aren't all dealerships able to apply the specialized epoxy at this time?

- Due to a limited number of Special Service Tools and remedy parts, Toyota is launching this supplemental Safety Recall in several phases by state.