



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

TMS-NTC-13218
September 3, 2013

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

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

To whom it may concern,

Please find attached the Dealer Re-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

We will send a DVD with the video links mentioned in the Remedy Instructions under separate cover due to the size of the video file.

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) Dealer Notification (Interim)
- Toyota 12V-373 (C0J) 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 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	Interim	C2J	Late September, 2013
3		Chicago	Interim	C2J	Late October, 2013
4		Cincinnati	Interim	C2J	Mid-November, 2013
5		CAT	Interim	C2J	Mid-December, 2013
6		Remaining Regions	Interim	C2J	Mid-January, 2014
7	2009-2011	All Regions	Interim	C2J	Mid-February, 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	WMI	MY	VDS	START	FINISH
JTM	2006	BD31V	5000052	5051226	JTM	2007	ZD33V	5032593	5078025
			6000010	6022606				6020843	6052993
		BD32V	5000029	5051222			ZD34V	5032641	5077858
			6000011	6022607			ZD35V	5032630	5078023
		BD33V	5000087	5051264			ZK31V	5005691	5016136
			6000046	6022596				6002895	6010016
		BD34V	5000058	5051164			ZK32V	5005392	5016123
			5000031	5051248				6003133	6010013
		BD35V	5000008	5012690			ZK33V	5005699	5016137
			6000015	6010002				6003135	6010017
		BK31V	5000011	5012686			ZK34V	5005692	5016122
			6000012	6010006			ZK35V	5005728	5016021
		BK32V	5000022	5012692		2008	BD31V	5122515	5215912
			6000031	6009992				6054747	6089730
		BK33V	5000028	5012673			BD32V	5124567	5215895
			5000010	5012694				6054743	6089718
		BK34V	5000027	5032586			BD33V	5124318	5215928
			6000013	6020783				6054075	6089729
		BK35V	5000006	5032534			BD34V	5124315	5215683
			6000002	6020798			BD35V	5124310	5215906
		ZD31V	5000019	5032587			BK31V	5040755	5071475
			6000005	6020842				6028076	6050078
		ZD32V	5000025	5032507			BK32V	5039902	5071462
			5000005	5032573				6028075	6050082
		ZD33V	5000007	5005689			BK33V	5040768	5071478
			6000007	6003129				6028079	6050066
		ZD34V	5000005	5005688			BK34V	5040763	5071435
			6000005	6003131			BK35V	5040804	5071479
		ZD35V	5000011	5005690			ZD31V	5078027	5117091
			6000008	6003132				6052994	6081065
		ZK31V	5000004	5005681			ZD32V	5078035	5117086
			5000060	5005684				6052998	6081048
	2007	BD31V	5051303	5124254			ZD33V	5076662	5117146
			6022623	6054728				6052995	6081084
		BD32V	5051315	5124285			ZD34V	5078041	5117037
			6022613	6054737			ZD35V	5078033	5117144
		BD33V	5051301	5124308			ZK31V	5015779	5024047
			6022615	6054736				6010018	6016058
		BD34V	5052182	5124068			ZK32V	5016141	5024048
			5051278	5124278				6010023	6016055
		BD35V	5012706	5040741			ZK33V	5016138	5024037
			6010008	6028074				6010021	6016053
		BK31V	5012016	5040743			ZK34V	5016157	5024038
			6010025	6028066			ZK35V	5016148	5024022
		BK32V	5012697	5040747		2009	BF31V	5000104	5017181
			6010022	6028069				6000003	6000003
		BK33V	5012752	5040742				D000148	D021298
			5012701	5040698			BF32V	5000105	5017187
		BK34V	5031315	5077936				6000000	6000000
			6020846	6052991				D000170	D021282
		ZD31V	5031131	5077984			BF33V	5000109	5017205
			6019942	6052984				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		2011	BF4DV	5037250	5037816
		ZK31V	5023836	5026109			DF4DV	5037541	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

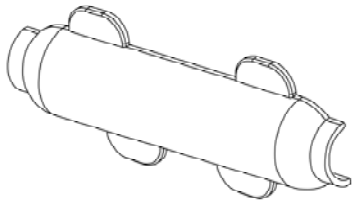
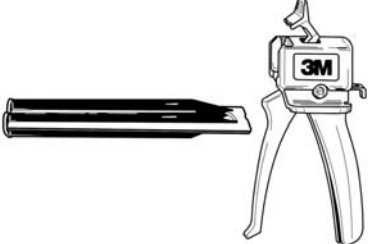
Summary Reports, containing the number of covered vehicles in your dealership's primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through Dealer Daily or TIS prior to performing repairs.) Summary reports will only be provided for regions where 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 Chemical Program and will be drop shipped from AMREP.

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 Chemical Program and will be drop shipped from AMREP.

Model Application	Epoxy Kit Part No.	Chemical Name	Qty/Unit
RAV4	00289-HKLMR-DS	Mold Release Spray	1 Can Per 100 Vehicles
<u>Note for Dealers in the Boston Region:</u> When ordering a quantity of 1 your dealership will be shipped a case containing 12 Mold Release Spray cans.			

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.

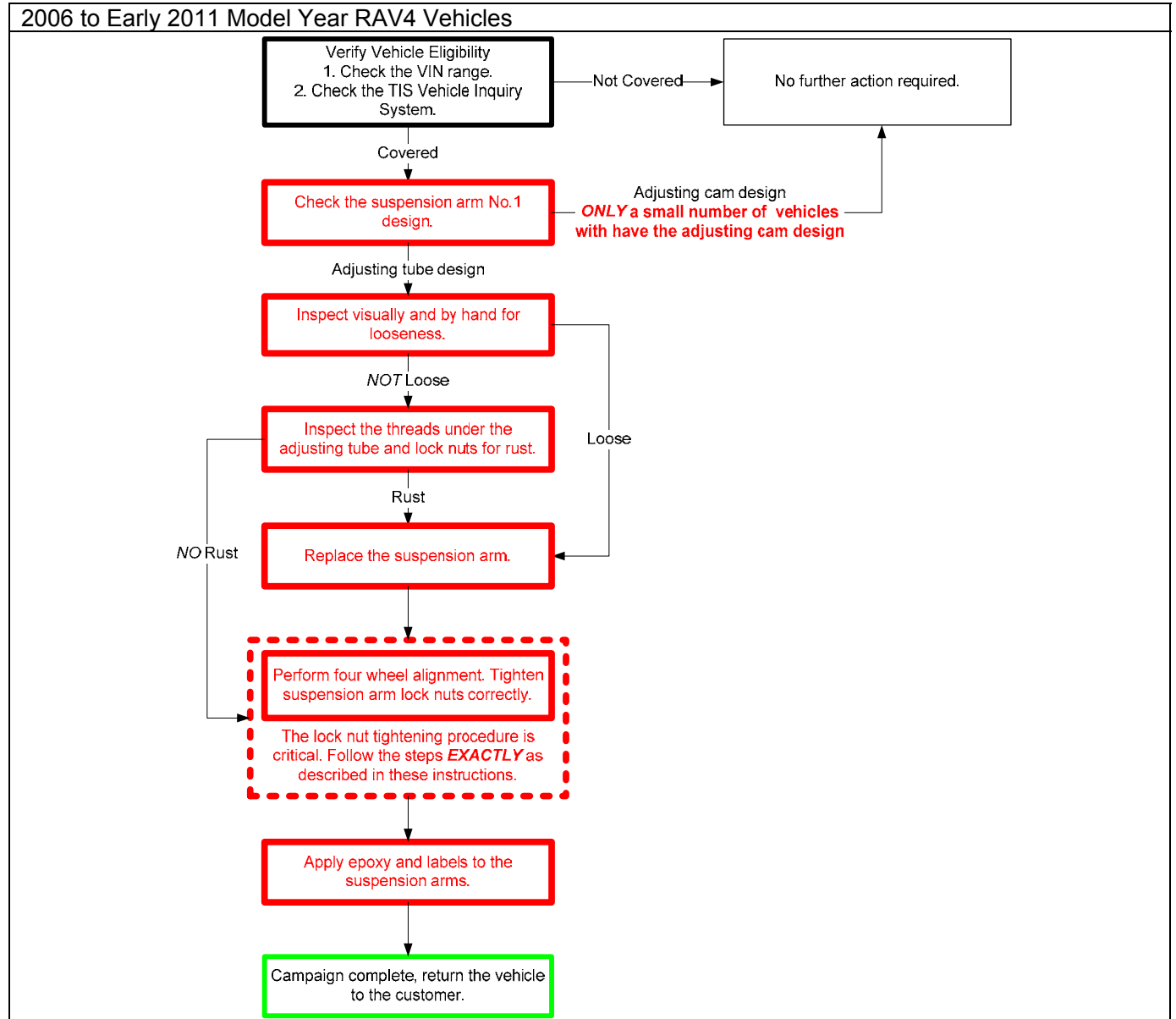
<h1 style="text-align: center;">TOYOTA</h1> <h2 style="text-align: center;">Parts Allocation Report</h2> <p style="text-align: center;">99999 SAMPLE TOYOTA of NOWHERE</p> <p>The below matrix provides information for parts managed by NAPO Dealer Ordering Solution (DOS) and illustrates updates to your 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.</p> <p>Parts with recent changes will be illustrated from top to bottom with the most recent effective date.</p> <p>If you have any questions or concerns, please contact your facing PDC Customer Support Leader, John Q Sample at (999) 999-9999.</p> <table border="1"><thead><tr><th>Part Number</th><th>Total Allocation Quantity</th><th>Allocation Quantity</th><th>Allocation Frequency</th><th>Total Allocation Shipped</th><th>Total Allocation Remaining</th><th>Effective Date</th></tr></thead><tbody><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></tbody></table>							Part Number	Total Allocation Quantity	Allocation Quantity	Allocation Frequency	Total Allocation Shipped	Total Allocation Remaining	Effective Date																					
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.

10. Warranty Reimbursement Procedure



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 and Mold Release Spray can be claimed under Op. Codes 3505JA, 3505JB, 3505JC as sublet type "ZZ" at a maximum rate of \$25.00 per vehicle.

(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.

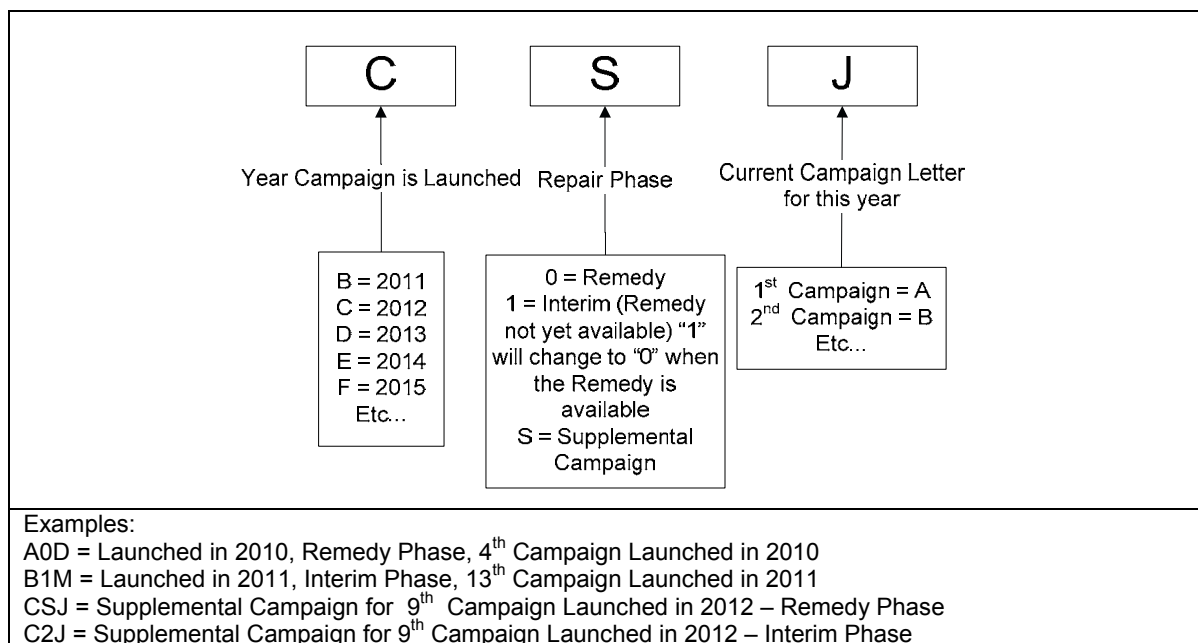


The following operation code is only to be used in the event the customer requests an interim inspection. This op code is only available for dealers who do not have the remedy available in their Region.

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.



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 August, 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	State Registration	Owner Mailing Type	TIS Designation	Anticipated Remedy Date
1	2006-2008	MA, ME, NH, RI, VT	Remedy	CSJ	Late August, 2013
2		CT, NJ, NY	Interim	C2J	Late September, 2013
3		IL, IN, MN, WI	Interim	C2J	Late October, 2013
4		KY, MI, OH, TN	Interim	C2J	Mid-November, 2013
5		DE, MD, PA, VA, WV	Interim	C2J	Mid-December, 2013
6		Remaining States	Interim	C2J	Mid-January, 2014
7	2009-2011	All States	Interim	C2J	Mid-February, 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 they 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.

**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.

**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.
- 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.

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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.

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.

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

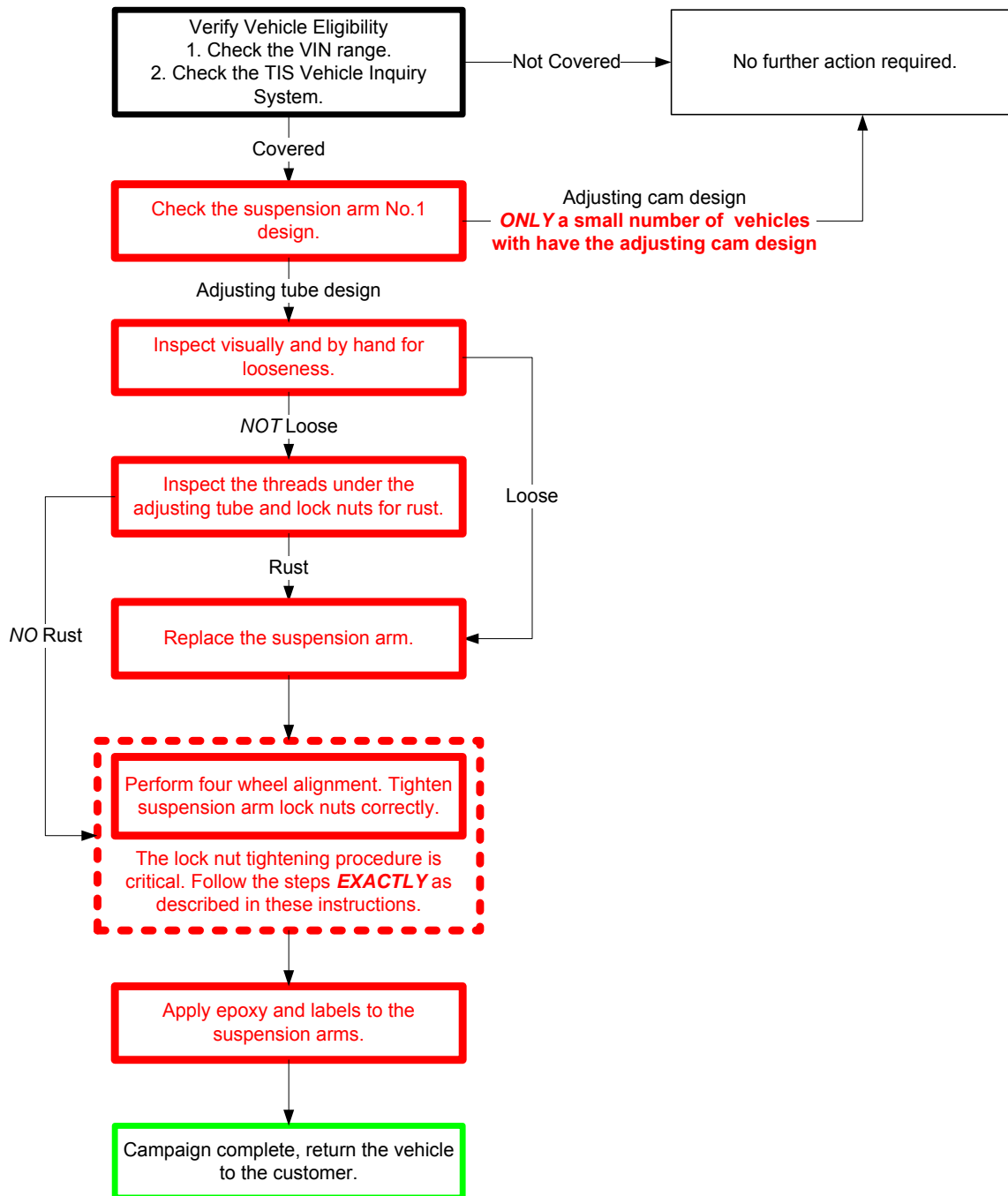
[Complete CSJ Technical Video Supplement](#)

ONLY TECHNICIANS WHO HAVE COMPLETED TRAINING COURSES SC13A, SC13C, AND HAVE THE FOLLOWING LEVEL OF CERTIFICATION CAN PERFORM THIS REPAIR:

- **CHASSIS EXPERT TECHNICIANS**
- **MASTER TECHNICIANS**
- **MASTER DIAGNOSTIC TECHNICIANS**

As of 8/27/13 the Remedy instructions are only applicable to the following regions: Boston
Refer to the Dealer Letter for anticipated remedy dates for all remaining regions

I. OPERATION FLOW CHART



II. BACKGROUND

[Video supplement: Introduction](#)

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).

TMS 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**.

III. PREPARATION

A. PARTS

Part Number	Part Description	Quantity
00289-SW1KT-DS	Epoxy Kit	1
*The kit above includes the following parts.		
-	50ml Epoxy Cartridge	1
-	Mixing Nozzle	1
-	Caution Labels	2

All vehicles will require this epoxy kit.

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

This part will be replaced based upon inspection, follow these instructions for details.

B. TOOLS & EQUIPMENT

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

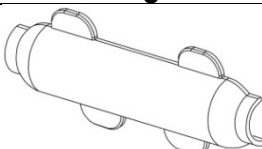
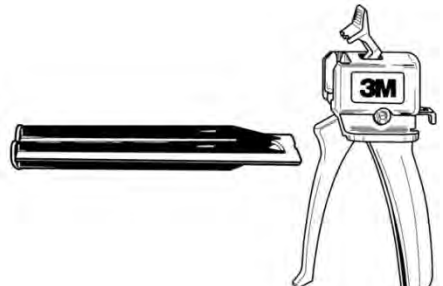
C. MATERIALS

- FIPG 00295-00103 – Needed if voids are found in the epoxy, follow these instructions for details
- Frekote Liffit Mold Release 00289-HKLMR-DS – This material is only currently available in case quantity (12 cans/case), one can will cover approximately 75 vehicles

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

CAMPAIGN TOOLS – These tools are provided to the dealership. These tools are necessary when performing this repair.

Image	Name	Quantity
	Epoxy Mold Set	4 halves / 2 complete molds
	Epoxy Applicator	1

NOTE: These tools CANNOT be ordered through the parts or tools system. There is a very limited supply of tools, but if additional tools are needed, contact your regional representative.

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

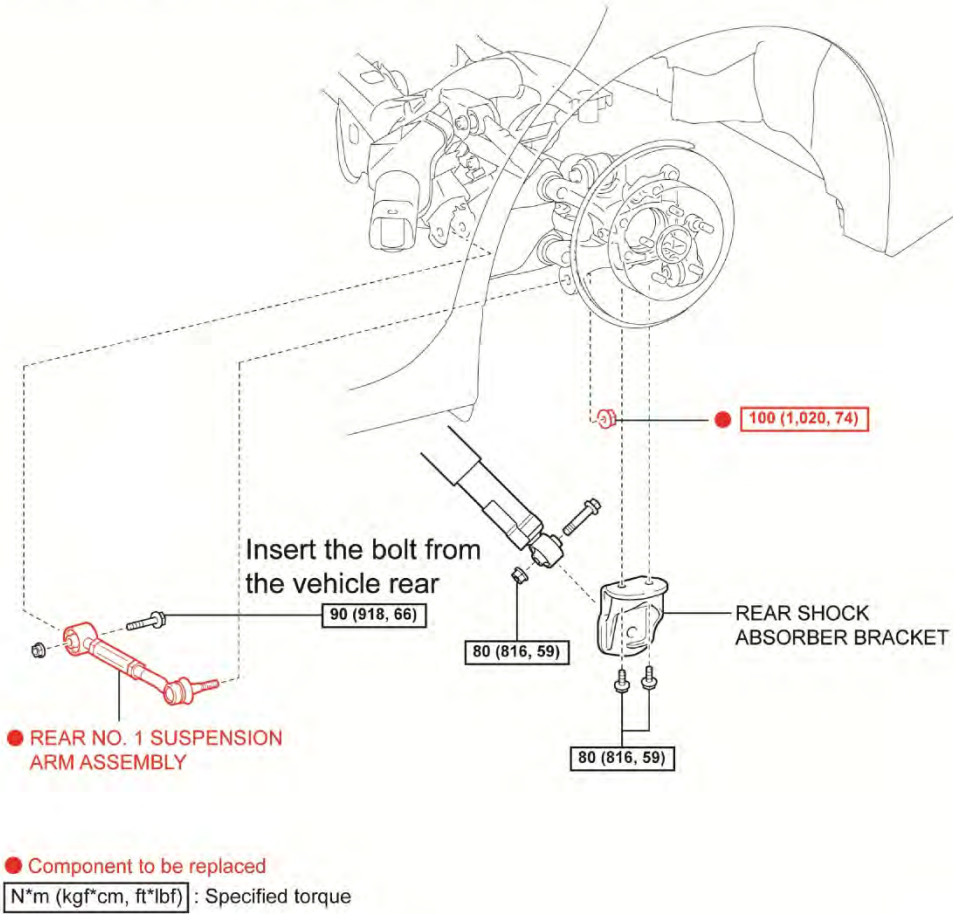
WMI	Year	VDS Range	
		VDS	Range
JTM	2010	DK4DV	5084192-D017767
JTM	2010	EF4DV	5021182-5033749
JTM	2010	EK4DV	5084606-5096973
JTM	2010	JF4DV	5017209-5037237
JTM	2010	JK4DV	5084196-5098439
JTM	2010	KF4DV	5014245-5032167
JTM	2010	KK4DV	5026161-5027285
JTM	2010	RF4DV	5017208-D039590
JTM	2010	RK4DV	5084203-D017704
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.

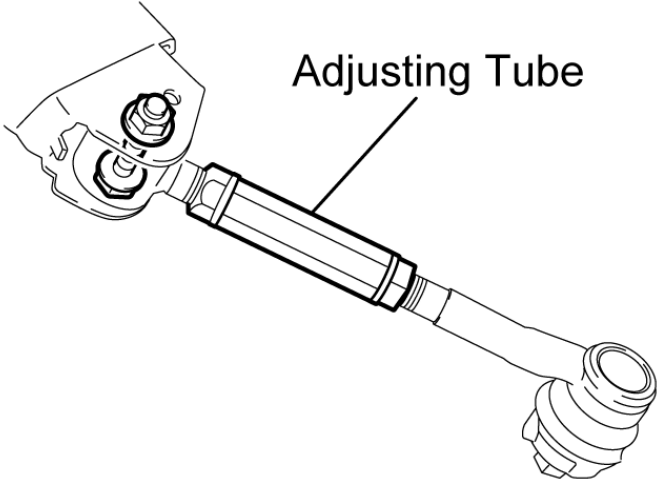
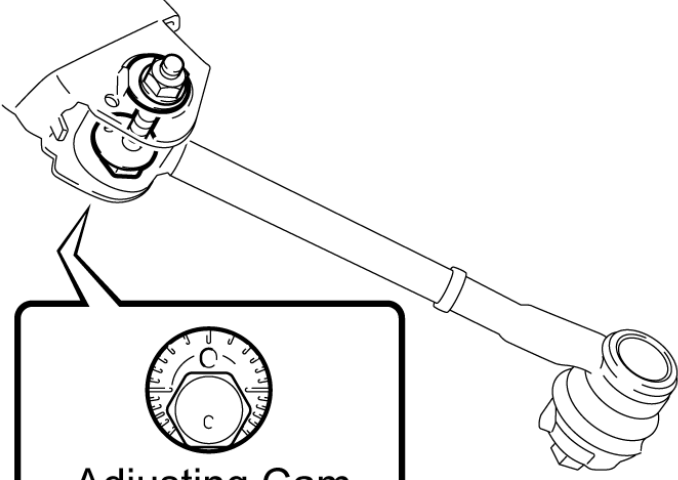
V. COMPONENTS

LH side components are shown as an example



VI. REAR LOWER SUSPENSION ARM No.1 INSPECTION

1. CHECK THE SUSPENSION ARM DESIGN

ADJUSTING TUBE DESIGN	ADJUSTING CAM DESIGN
 <p>Adjusting Tube</p>	 <p>Adjusting Cam</p>
<p>S07019bSE</p>	

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

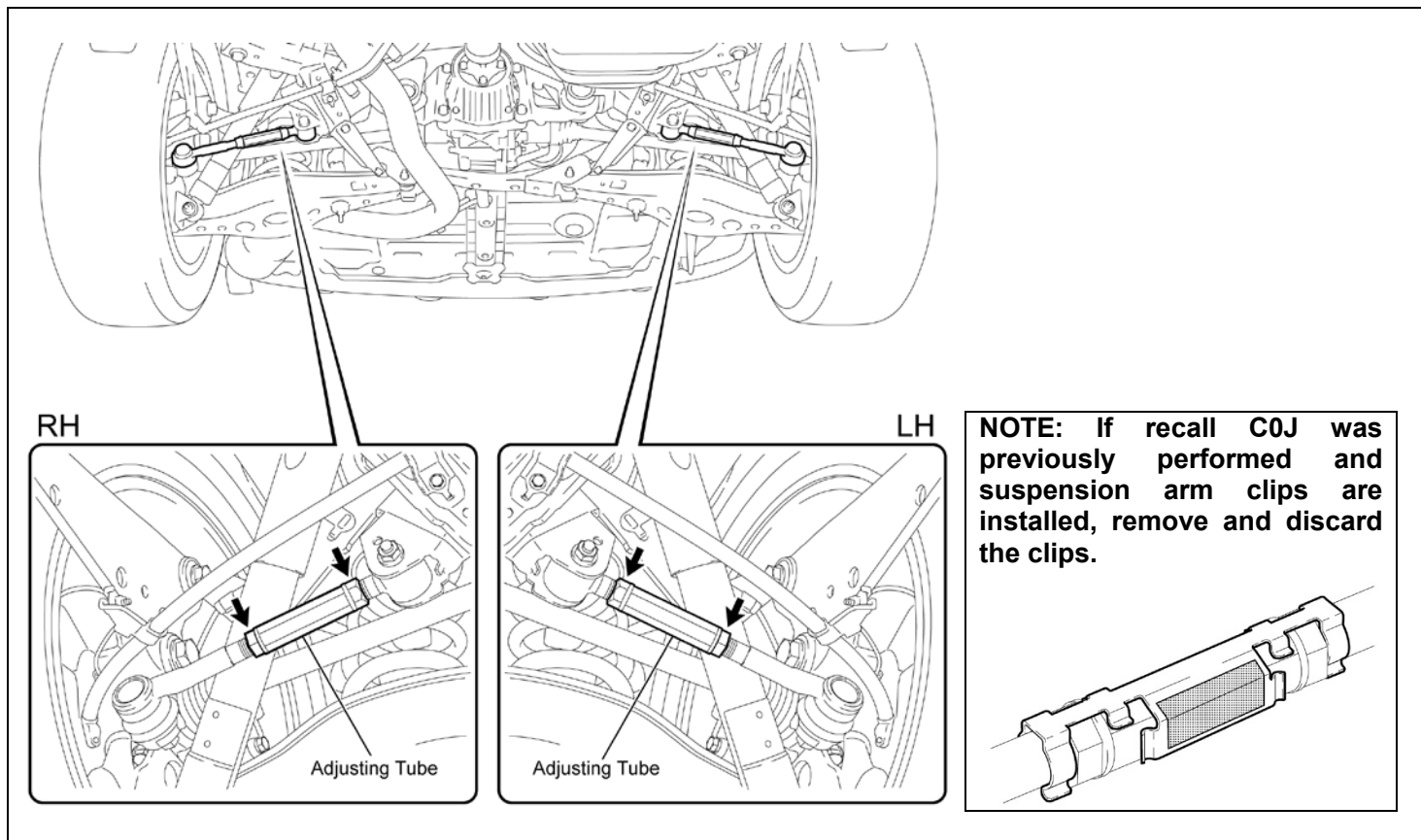


- Replace the suspension arm(s) if:
 - Looseness is found.
 - A gap is visible between the lock nut(s) and adjusting tube.
- The arm(s) that do not exhibit the above conditions **MUST** also be inspected for rust.

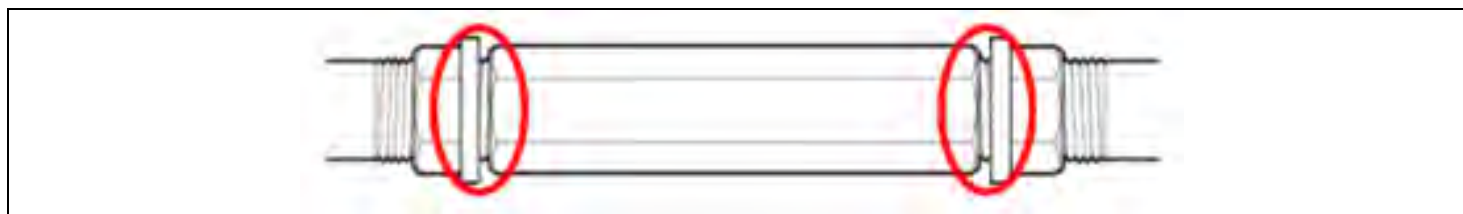
Video supplement: Suspension Arm Inspection steps

2. CHECK FOR LOOSENESS VISUALLY AND BY HAND

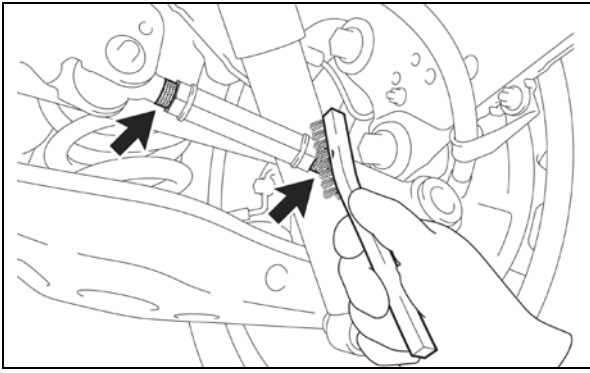
- a) Check visually and by hand to determine if any looseness is seen or felt in the suspension arm lock nuts or adjusting tube. Check the LH and RH arms.



- b) Inspect for a gap between the lock nuts and the adjusting tube.



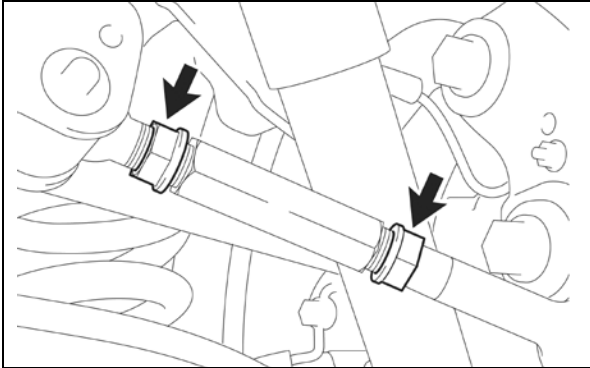
CONDITION	ACTION REQUIRED
Loose OR Gap	Replace the suspension arm(s) with looseness OR if a gap is found between the lock nut(s) and adjusting tube. Refer to TIS for instructions on suspension arm replacement. NOTE: <ul style="list-style-type: none">• To prevent stress on the new suspension arm bushing, 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 AND NO Gap	Proceed to STEP 3. CHECK THE SUSPENSION ARM THREADS FOR RUST



3. CHECK THE SUSPENSION ARM THREADS FOR RUST

- a) Brush the exposed threads if there is excessive buildup or rust on the threads.

NOTE: Brushing the threads will ease the loosening of the nuts.

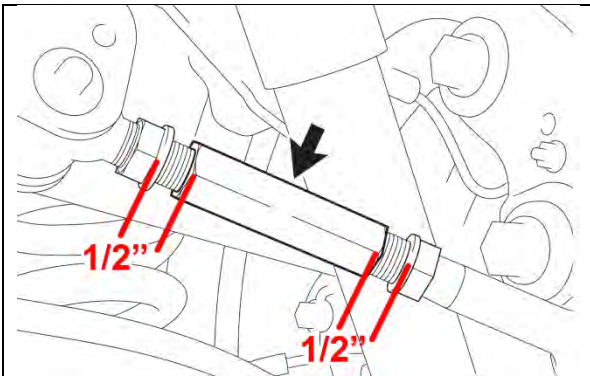


- b) Hold the adjusting tube steady and loosen each lock nut to expose 1/8" (3mm) of threads.

NOTE: It takes approximately 2 complete revolutions of the nut to expose 1/8" of threads



If either nut is seized or extremely tight, the arm should be replaced. **DO NOT** apply heat in an attempt to loosen the arm.



- c) Rotate the adjusting tube to expose an additional 3/8" (10mm) of threads.

NOTE: To prevent the arm from binding when rotating, hold the ball joint side with locking pliers.



If the adjusting tube is seized or extremely tight, the arm should be replaced. **DO NOT** apply heat in an attempt to loosen the arm.






There should now be 1/2" (12mm) of threads exposed on both sides of the adjusting tube.

d) Use a flashlight to inspect the newly exposed threads for **RED RUST**.



In order to perform a thorough inspection, it is **CRITICAL** to use a flashlight when inspecting for rust.



CONDITION	ACTION REQUIRED
<p data-bbox="386 289 594 317">Obvious red rust</p> 	
<p data-bbox="337 829 643 856">Small amount of red rust</p> 	<p data-bbox="906 842 1529 940">Replace the suspension arm(s) that exhibit any of the three conditions to the left. Refer to TIS for instructions on suspension arm replacement.</p> <p data-bbox="906 972 997 999">NOTE:</p> <ul data-bbox="906 1005 1529 1360" style="list-style-type: none"><li data-bbox="906 1005 1529 1228">• 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.<li data-bbox="906 1234 1529 1360">• Suspension arm adjustment and tightening procedure is critical. After replacing the arm, refer to SECTION VII. in these instructions for this procedure.
<p data-bbox="321 1369 659 1396">Red rust and white residue</p> 	

INSPECTION CONDITIONS CONTINUED ON NEXT PAGE

d) Inspection conditions continued.



In order to perform a thorough inspection, it is **CRITICAL** to use a flashlight when inspecting for rust.

CONDITION	ACTION REQUIRED
<p>White residue ONLY</p>  A close-up photograph of a metal suspension arm. The surface is heavily corroded, showing a thick layer of white, crystalline residue (likely zinc or calcium deposits) over a base of brown rust. The threads of a bolt are visible, partially covered by the residue.	<p>Temporarily tighten the arm back to the original condition. Confirm the inspection is performed on both arms then proceed to vehicle alignment.</p>
<p>NO Red Rust and NO White Residue</p>  A close-up photograph of a metal suspension arm. The surface is clean and free of any visible rust or white residue. It appears to be a dark, possibly painted or treated metal. The threads of a bolt are visible.	<p>NOTE: Suspension arm adjustment and tightening procedure is critical. Refer to SECTION VII. in these instructions for this procedure.</p>

VII. SUSPENSION ARM ADJUSTMENT AND LOCK NUT TIGHTENING

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

1. JOUNCE THE REAR OF THE VEHICLE

- Due to the pressure applied to the rear suspension system during inspection, it is **CRITICAL** to jounce the rear of the vehicle to reset the suspension prior to vehicle alignment.

2. PERFORM FOUR WHEEL ALIGNMENT

- Perform alignment using an alignment machine.
- Test drive the vehicle to confirm the alignment.



- Holding the adjusting steady tube is **CRITICAL** when tightening the lock nuts, if the adjusting tube is not held steady the lock nuts may become loose.
- The alignment **MUST** be performed by the same technician performing the recall. Only one person should perform the entire recall on each vehicle.
- The tightening procedure for these lock nuts is critical, failure to tighten them in the correct order could cause them to become loose.

VITAL STEPS

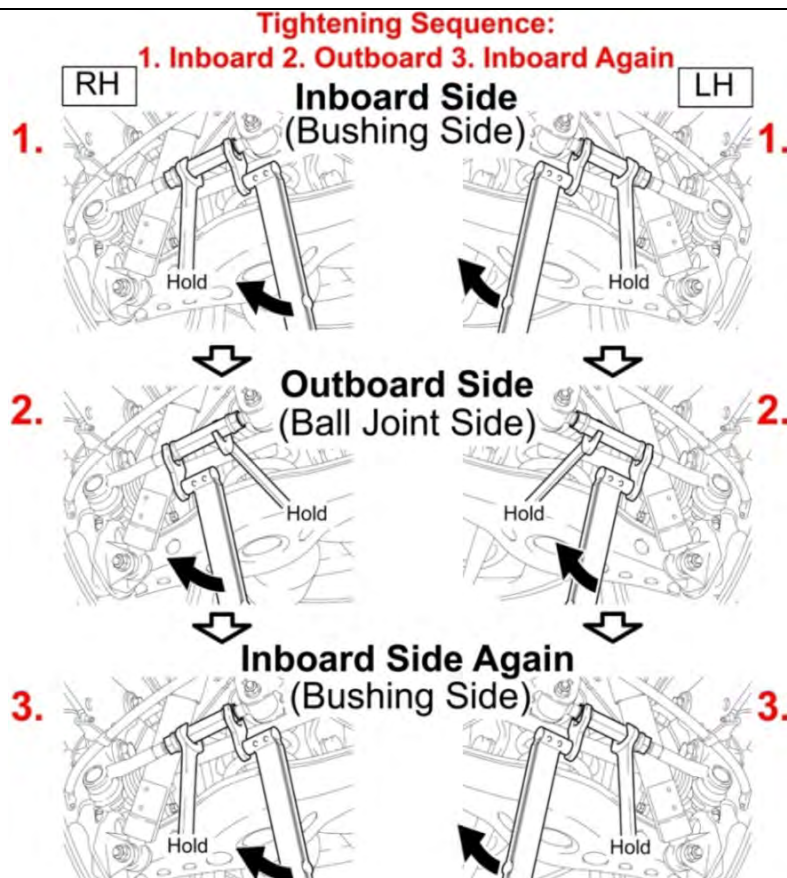
3. TIGHTEN THE LOCK NUTS EXACTLY AS DESCRIBED BELOW

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)

- Tighten the inboard lock nut. **Hold the adjusting tube steady** and tighten the **inboard lock nut** to the specified torque.
- Tighten the outboard lock nut. **Hold the adjusting tube steady** and tighten the **outboard lock nut** to the specified torque.
- Tighten the inboard lock nut again. **Hold the adjusting tube steady** and tighten the **inboard lock nut** to the specified torque.

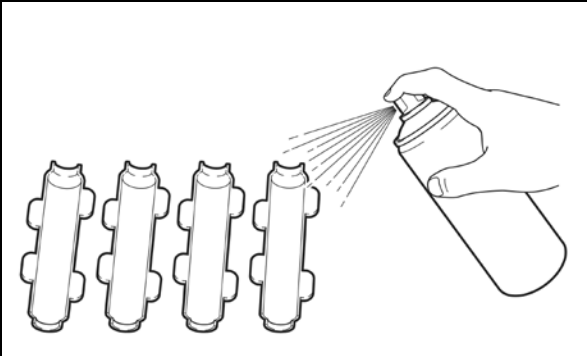


VIII. SUSPENSION ARM EPOXY APPLICATION

[Video Supplement: Epoxy Application steps](#)



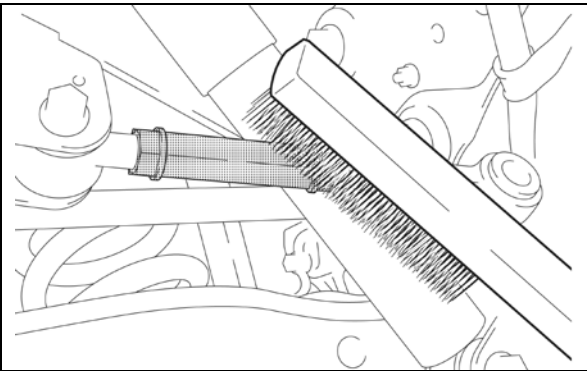
Confirm the thread inspection, vehicle alignment, and lock nut tightening have all been performed correctly before proceeding.



1. PREPARE THE EPOXY MOLDS

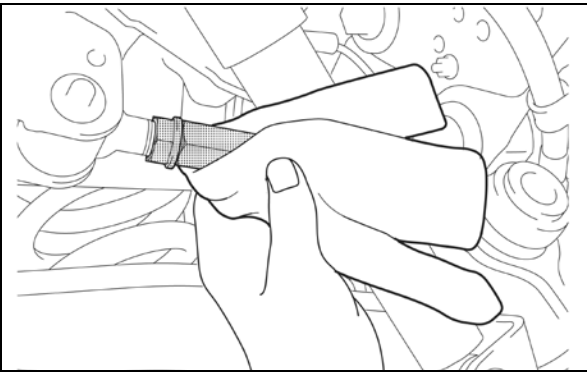
- Confirm there is no dried epoxy or debris in the molds.
- Apply two light coats of the mold release to the molds.
- Once the mold release has dried, there should not be wet pools in the molds.

NOTE: The mold release will set and be ready for epoxy application after 60 seconds.



2. CLEAN THE SUSPENSION ARM

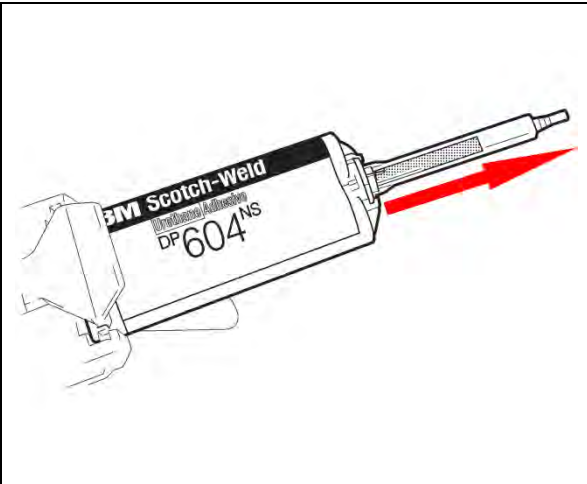
- Clean the area of the arm where the epoxy will be applied.
- Use a steel bristle brush to remove any rust buildup and flaking that may be present on the arm.



- Use a rag and brake clean to finish cleaning the arm.



Cleaning the exterior surface, even on a new arm, is **CRITICAL** to confirm the epoxy adheres properly.



3. FILL THE MOLDS WITH EPOXY

- Assemble the applicator by following the instructions included in the applicator box.
- Install the epoxy cartridge in the applicator.
- Install the mixing nozzle to the cartridge.
- Start by squeezing the handle to pre-fill the mixing tube until the epoxy reaches the end of the nozzle, then stop squeezing.



Pre-filling the mixing nozzle is critical to ensure the molds are each filled with even amounts of epoxy in the following steps.

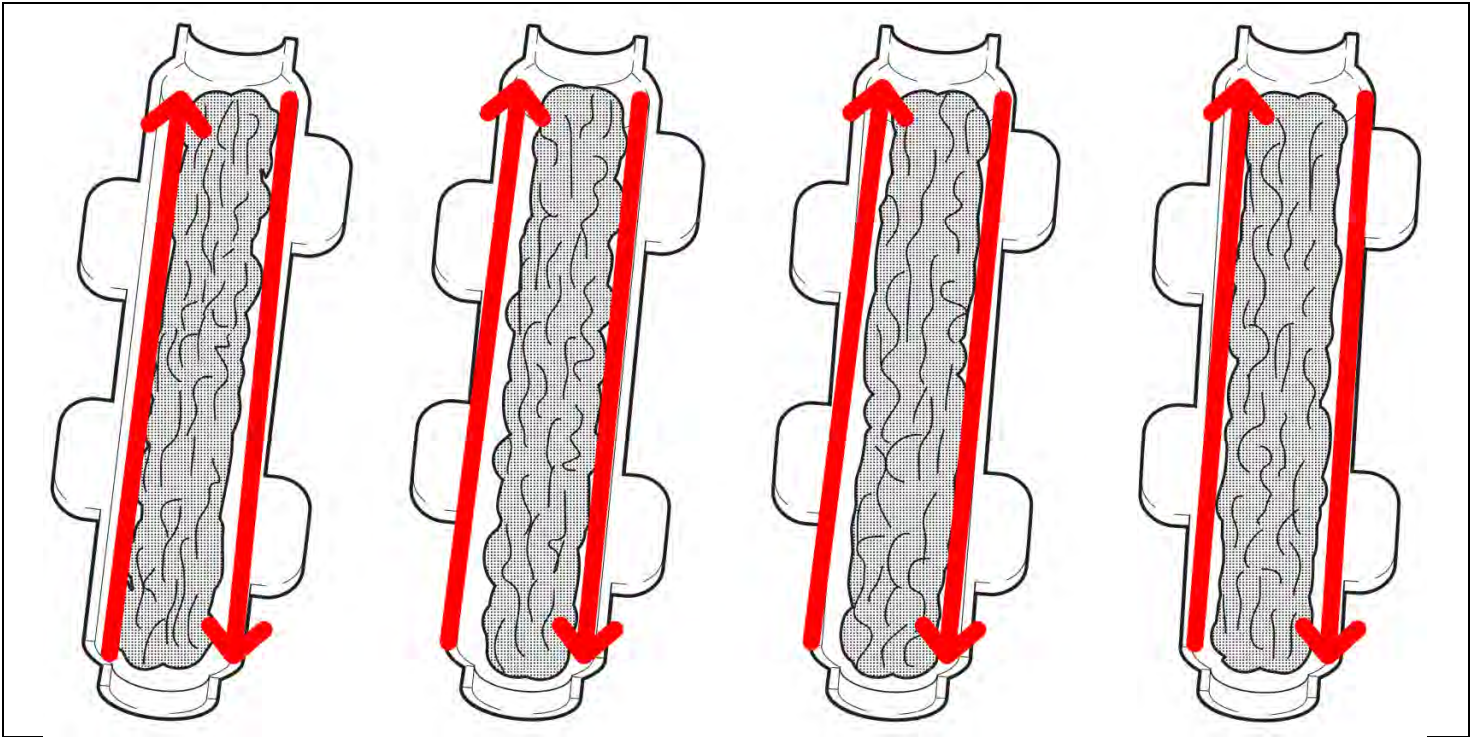
NOTE: Confirm the one-to-one ratio plunger is installed in the applicator.

4. FILL THE MOLDS WITH EPOXY

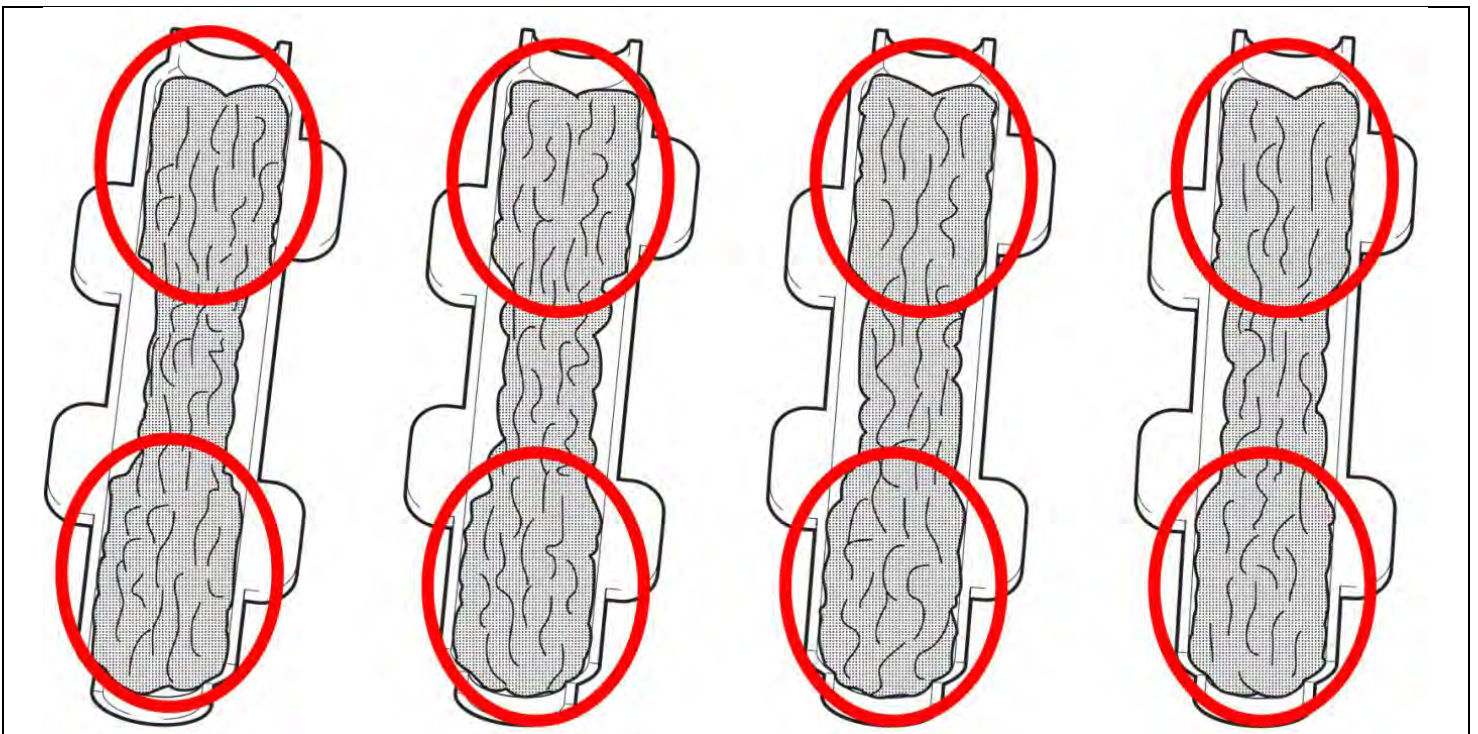


- One complete epoxy cartridge should be used for every 2 suspension arms.
- There are approximately 12 full squeezes of epoxy in each cartridge.
- Follow these steps exactly as described so there are no voids in the epoxy when installed on the suspension arm.

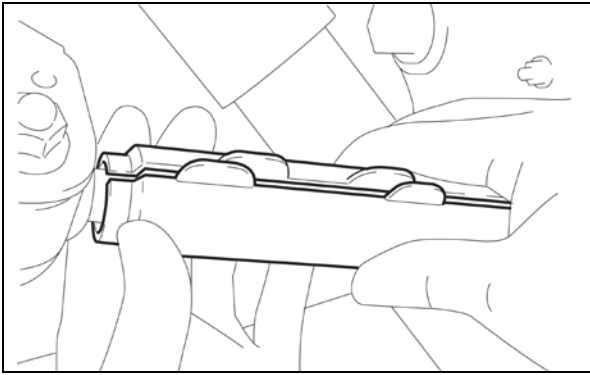
a) Apply two full squeezes of the epoxy along the length of each mold. (eight total squeezes)



b) Apply the remaining 3-4 squeezes evenly in the upper and lower thirds of the molds.



- It is important that the epoxy is filled evenly between the four mold halves.
- If the molds have an uneven amount of epoxy, pair the mold with the least amount of epoxy and the one with the most epoxy together to avoid creating voids in the epoxy once it sets.

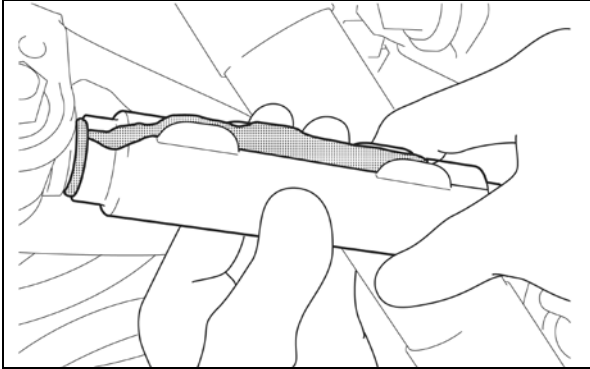


5. INSTALL THE MOLDS ON THE SUSPENSION ARMS

- Confirm the molds are centered over the adjusting tube and lock nuts, then place them on the arm.
- Press the mold halves together and confirm the edges of the mold halves are aligned with each other.

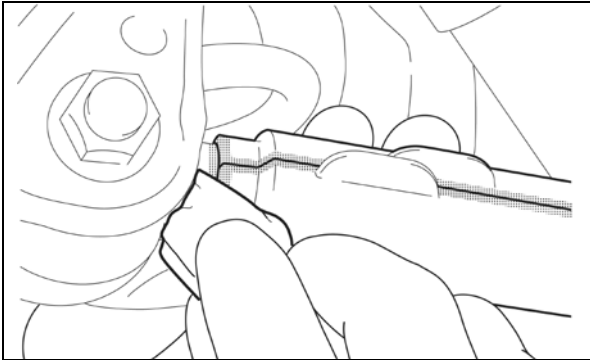


The mold should be installed within 5 minutes of dispensing the epoxy to ensure the epoxy adheres properly.

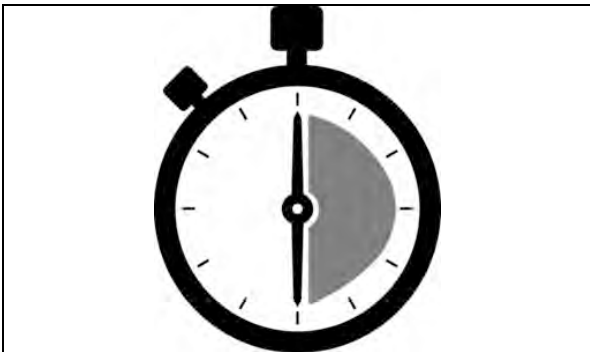


- The epoxy should be forced out evenly along the parting lines to indicate a good fill.
- There is **NO NEED** to wipe the epoxy along the parting lines, it can be trimmed easily once it has set.

NOTE: There is no need to clamp the molds, the epoxy will hold the molds in place.



- Confirm the epoxy at the ends of the mold is clean and smooth.

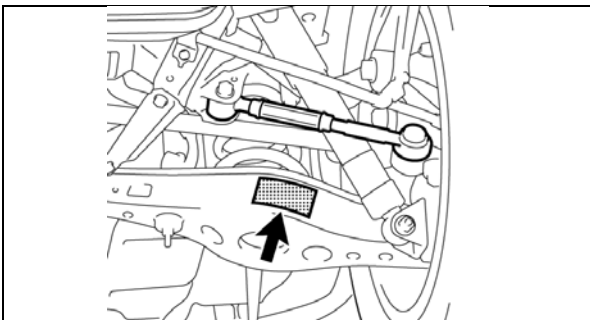


6. ALLOW THE EPOXY TO SET

- Allow the epoxy to set for 30 minutes.

NOTE:

- The set time is temperature dependent, it may take longer in cold temperatures.
- Heat **SHOULD NOT** be applied to speed the set time.

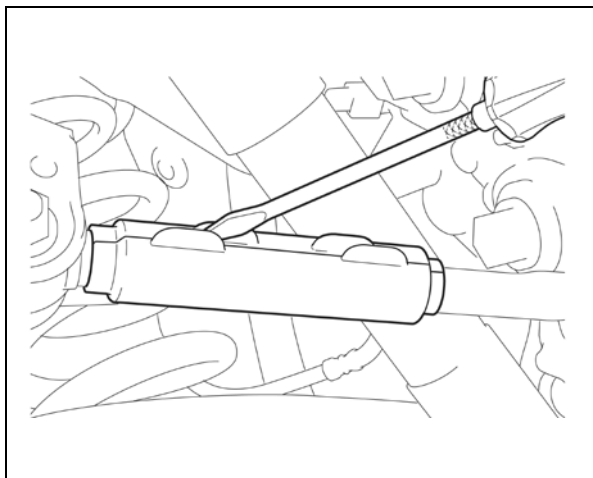


7. REMOVE THE CAUTION LABELS FROM SUSPENSION ARM No.2

- Remove the labels from the front and back sides of suspension arm No.2.

NOTE:

- This step only needs to be performed if recall C0J was previously performed and caution labels are installed.
- It may be necessary to heat the labels with a heat gun to ease the removal process.

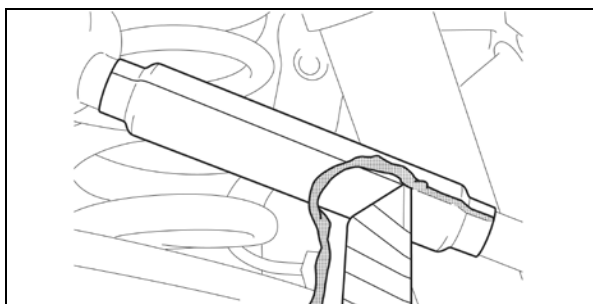


8. REMOVE THE MOLDS

- If temperatures are cold, confirm the epoxy has set by touching it prior to removing the molds.
- After the epoxy has set for a minimum of 30 minutes, the molds can be removed.
- Use a screwdriver on the mold tabs to remove the molds.



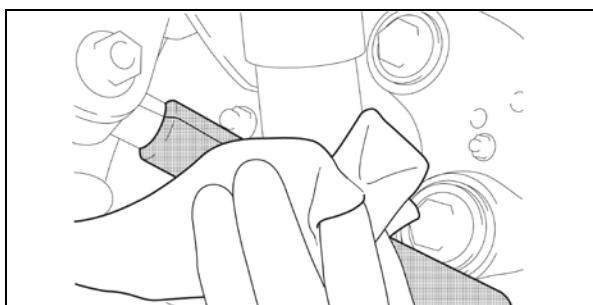
- DO NOT** remove the molds early or the epoxy may be damaged.
- DO NOT** twist the molds during removal, this may deform the epoxy.
- It is normal for the epoxy to still be flexible, the epoxy will continue to cure over the next 6-8 hours.



9. TRIM AND CLEAN THE EPOXY

- Trim the excess epoxy from the parting lines using a razor.

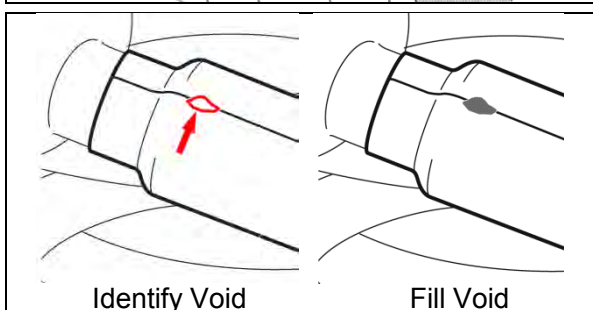
NOTE: The excess epoxy **MUST** be trimmed to confirm the caution label adheres properly.



- Wipe the epoxy clean using a shop cloth to remove any remaining mold release.



DO NOT use brake clean on the epoxy.



Identify Void

Fill Void

10. INSPECT FOR VOIDS

- Inspect the epoxy for any voids that expose the arm.
- If any voids are identified, fill with FIPG.



There should not be any voids that expose the arm if the molds are filled with epoxy correctly.

11. APPLY CAUTION LABEL

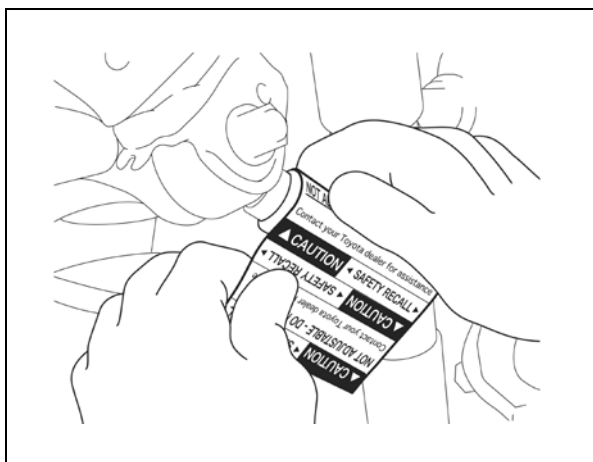
- Wrap the caution label around the epoxy.

NOTE: The label is designed to overlap over itself by approximately 3/8".

12. REMOVE THE OWNER'S MANUAL SUPPLEMENT

- Remove and discard the owner's manual supplement located in the glove box.

NOTE: This step only needs to be performed if recall C0J was previously performed and owner's manual supplement can be found in the glove box.



13. CAMPAIGN COMPLETE

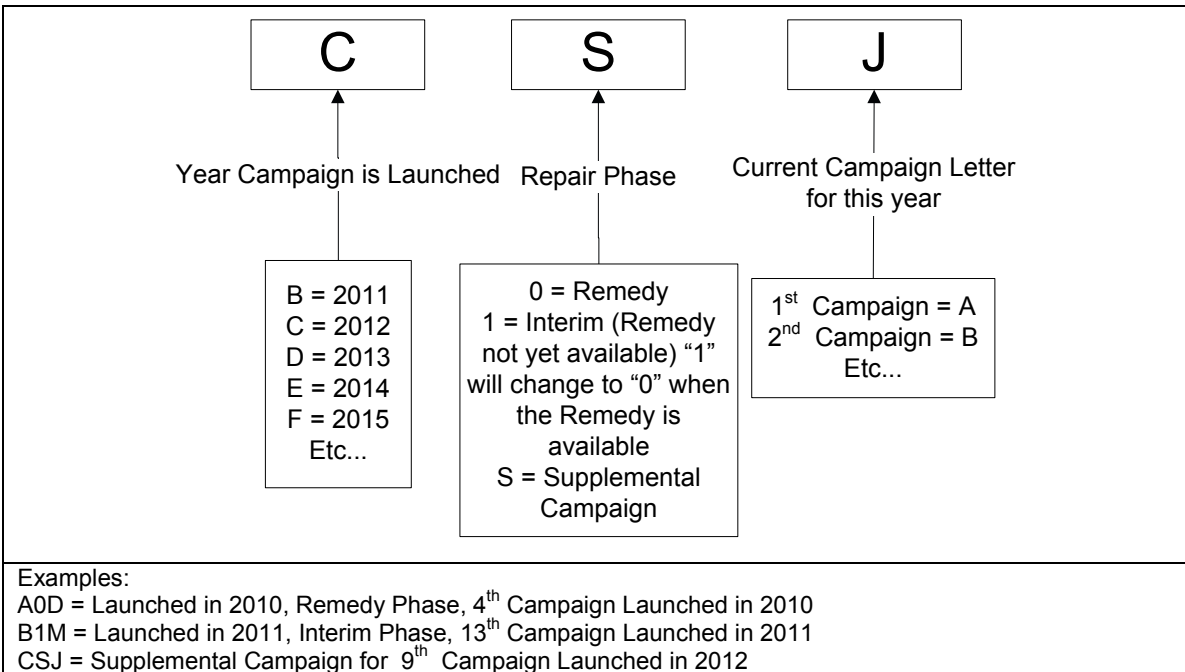
◀ VERIFY REPAIR QUALITY ▶

- Confirm **ALL** inspection steps are followed **EXACTLY** as described in these instructions
- Confirm the lock nut tightening procedure is followed **EXACTLY** as described in these instructions if the arm is being replaced
- Confirm vehicle alignment is correct prior to applying epoxy to the arm
- Confirm the epoxy is applied correctly and that the caution label is installed

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
August 28, 2013
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

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.**

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	Interim	C2J	Late September, 2013
3		Chicago	Interim	C2J	Late October, 2013
4		Cincinnati	Interim	C2J	Mid-November, 2013
5		CAT	Interim	C2J	Mid-December, 2013
6		Remaining Regions	Interim	C2J	Mid-January, 2014
7	2009-2011	All Regions	Interim	C2J	Mid-February, 2014

- 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 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.
- 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.)