



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

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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	Interim	C2J	Early 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.