

Part 573 Safety Recall Report**14V-539****Manufacturer Name :** Toyota Motor Engineering & Manufacturing**Submission Date :** SEP 08,2014**NHTSA Recall No. :** 14V-539**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Toyota Motor Engineering & Manufact

Address : 19001 SOUTH WESTERN AVENUE

TORRANCE CA 90501

Company phone : 1-800-331-4331

Population :

Number of potentially involved : 1,787

Estimated percentage with defect : 0

Vehicle Information :

Vehicle : 2014-2014 Toyota FJ Cruiser

Vehicle Type : LIGHT VEHICLES

Body Style : OTHER

Power Train : GAS

Descriptive Information : Only vehicles equipped with the optional "Trail Teams Ultimate Edition" package are involved. No other Toyota or Lexus vehicles are equipped with this package.

Production Dates : FEB 01, 2014 - JUN 20, 2014

VIN (Vehicle Identification Number) Range

Begin : JTEBU4BF6EK189914

End : JTEBU4BF3EK202571

 Not sequential VINs**Description of Defect :**

Description of the Defect : Certain FJ Cruiser vehicles are equipped with an optional "Trail Teams Ultimate Edition" package, in which the front shock absorbers and springs were replaced at vehicle processing centers. In some of these vehicles the two bolts which secure the front lower ball joint to the steering knuckle might have been tightened with insufficient torque when the front shock absorbers and springs were replaced during the installation process. In this condition, one or both bolts could become loose during driving and fall out. If both bolts fall out, the front lower ball joint could detach from the steering knuckle, causing a loss of steering control, which could increase the risk of a crash.

Description of the Safety Risk : In this condition, one or both bolts could become loose during driving and fall out. If both bolts fall out, the front lower ball joint could detach from the steering knuckle, causing a loss of steering control, which could increase the risk of a crash.

Description of the Cause : NR**Identification of Any Warning that can Occur :** NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

July 2014

Toyota received a report from the Gulf States Toyota ("GST") region indicating an increased difficulty in steering a 2014 FJ Cruiser vehicle. An inspection of the vehicle revealed that one of the two bolts used to secure the front lower ball joint to the steering knuckle had fallen out. These bolts are removed and reinstalled when replacing the front shock absorbers and springs during the installation of the "Trail Teams Ultimate Edition" package, an option installed at vehicle processing centers. GST conducted a survey of 13 vehicles in inventory and found one vehicle with bolts that were not sufficiently tightened to the specified torque.

Toyota undertook an on-site investigation at GST to confirm the installation process and found that the bolts might have been tightened with insufficient torque during replacement of the front shock absorbers and springs. Subsequently, Toyota received an additional dealer field report from the Portland region indicating a similar phenomenon.

August 22, 2014

After completing an investigation, Toyota decided to conduct a voluntary safety recall campaign on all 2014 FJ Cruiser vehicles that were equipped with the optional "Trail Teams Ultimate Edition" package at vehicle processing centers.

As of mid-August, 2014, Toyota is not aware of any crashes or injuries caused by this condition. Toyota has received 2 dealer field reports and 2 warranty claims that relate or may relate to this condition. Multiple counts of the same incident are counted separately.

Description of Remedy :

Description of Remedy Program : Toyota will notify owners of vehicles with the optional package installed and request them to return to the dealership for inspection of the bolts. If the bolts are found to be loose, dealers will retighten them to the proper torque. For any missing bolts, dealers will install new ones. As the owner notification letters will be mailed out well within the active period of the Toyota New Vehicle Limited Warranty ("Warranty"), all involved vehicle owners for this recall would have been provided a repair at no cost under Toyota's Warranty.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Notifications to owners will begin in late September, 2014. A copy of the draft owner notification letter(s) will be submitted as soon as it is available.

Notifications to distributors/dealers will begin in late August, 2014. Copies of dealer communications will be submitted as they are issued.

Planned Dealer Notification Date : SEP 08, 2014 - SEP 08, 2014

Planned Owner Notification Date : SEP 30, 2014 - SEP 30, 2014

* NR - Not Reported