

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

Subject: Safety Recall E0Y – **Remedy Notice**  
Certain 2014 Model Year FJ Cruiser  
Trail Teams Ultimate Edition Package – Lower Ball Joint Bolts

On August 28, 2014, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on certain 2014 Model Year FJ Cruiser vehicles equipped with an optional “Trail Teams Ultimate Edition” package. **As a result, new vehicles in dealer inventory must not be delivered until corrected.**

### **Condition**

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.

### **Remedy**

Toyota dealers will inspect the lower ball joint bolts and related suspension components. If a bolt is found to be loose, it will be tightened to the proper specification. If a bolt is found to be missing, a new one will be installed. The inspection and remedy procedure will be performed at **No Charge** to the vehicle’s owner. For additional information on inspection and remedy procedures, please refer to TIS.

This following information is being provided to keep you informed of the filing and your degree of involvement.

#### **1. Owner Letter Mailing Date**

Toyota has completed remedy preparations and will begin to notify owners in late September, 2014.

*Toyota makes significant effort 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 the notification, please instruct the dealer to **verify coverage by confirming through TIS**. Dealers should perform the procedure as outlined in the Technical Instructions located on TIS.

#### **2. New Vehicles in Dealership Inventory**



Under Title 49, Section 30112(a) of the United States Code, a dealer cannot sell, offer for sale, or introduce or deliver for introduction in interstate commerce a new motor vehicle when it is aware that the vehicle does not comply with an applicable Federal Motor Vehicle Safety Standard. In addition, 49 Code of Federal Regulations §577.13 requires us to provide the following advisory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

Please note, due to the small number of vehicles that our records indicate to be in dealer inventory, a VIN list has been attached to the end of this communication.

Vehicle Safety Recall completion should always be verified through TIS. We request your assistance to ensure involved vehicles are identified and not delivered prior to performing the remedy.

**3. Inspection Reminder Mirror Hang Tags for Covered Vehicles**

To easily recognize vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please reference the VIN list provided to identify new vehicles in dealer inventory involved in this Safety Recall. Inside the vehicle’s glove box are stickers containing the VIN. Apply one of these stickers to the hang tag and install the hang tag in the vehicle. A sample copy of the Inspection Reminder Hang Tag has been included for your reference.



Note: Dealerships can order Hang Tags from the Material Distribution Center (MDC).

Part Number	Description	Qty.
00411-140003	Inspection Mirror Hang Tag	(25 Per Pack)

**4. Pre-Owned Vehicles in Dealer Inventory**

Toyota requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall unless the noncompliance has been remedied.

**5. Number and Identification of Covered Vehicles**

There are 1,787 FJ Cruiser vehicles (2014 model year) with the Trail Teams Ultimate Edition package covered by this Safety Recall in the US.

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

**6. Parts Ordering**



**Toyota anticipates a very limited number of vehicles may require a new lower ball joint bolt. Bolts should only be replaced if found missing and should not be ordered for dealer stock.**

To ensure availability the parts have been placed on Manual Allocation Control (MAC). If you require a part that has been placed on MAC, please send an email to [PQSS\\_MAC@Toyota.com](mailto:PQSS_MAC@Toyota.com) with the following information:

- **Subject Line: E0Y MAC Release Request (Dealer Code)**
- **Reason for Replacement**
- **Dealer Code**
- **VIN Number**
- **Part Number**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership.

***Important Notes:***

- ***Once you have placed your order DO NOT upgrade or change your order status.***
- ***Failure to provide the above information within 48 hours will result in an order cancellation.***

Part Number	Part Description	Quantity
90105-16053	BOLT	As Needed

**7. 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 recall repair are required to currently hold at least one of the following certification levels:

- **Toyota Certified Chassis**
- **Toyota Expert Chassis**
- **Master**
- **Master Diagnostic Technician**

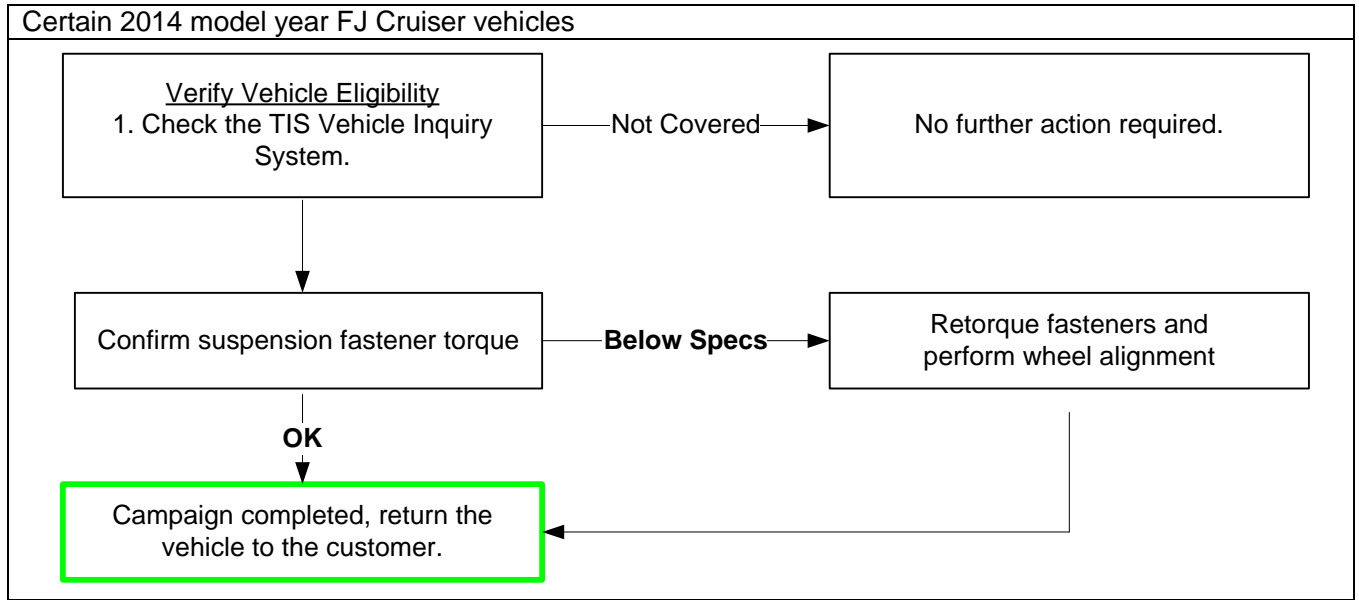
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off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

**8. Remedy Procedures**

Please refer to TIS for Technical Instructions on repair.

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

**9. Warranty Reimbursement Procedure**



Model	Op. Code	Description	Flat Rate Hour
FJ Cruiser	AGG88A	Inspect Lower Ball Joint Bolts	0.6 hr/vehicle
	AGG88B	Tighten Lower Ball Joint Bolts and Perform Alignment	2.9 hr/vehicle
	AGG88C	Replace Lower Ball Joint Bolt(s) and Perform Alignment	2.9 hr/vehicle

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

**10. 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.

**11. 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.)

**12. Customer Contacts**

A FAQ is attached to help respond to any customer concerns. If the customer has any further questions, they are requested to contact the Toyota Customer Experience Center. The Toyota Customer Experience Center can be reached at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

*Please note the attached FAQ is published on the [www.Toyota.com](http://www.Toyota.com) website for customer viewing.*

***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.

## E0Y Dealer Stock VIN List

VIN	Dealer Code	VIN	Dealer Code	VIN	Dealer Code	VIN	Dealer Code
JTEBU4BF0EK197331	02021	JTEBU4BF5EK198040	06051	JTEBU4BF6EK199407	29037	JTEBU4BF6EK195163	41001
JTEBU4BF5EK197213	02031	JTEBU4BF0EK199998	06051	JTEBU4BF8EK195066	29058	JTEBU4BF4EK201560	41026
JTEBU4BF6EK198743	02031	JTEBU4BF3EK197341	12034	JTEBU4BF5EK199057	29059	JTEBU4BF6EK194143	41076
JTEBU4BF5EK193808	02033	JTEBU4BF3EK198621	12034	JTEBU4BF1EK193871	29081	JTEBU4BF5EK198782	42087
JTEBU4BF2EK199548	02036	JTEBU4BF1EK199282	12034	JTEBU4BF2EK199159	29083	JTEBU4BFXEK199894	42103
JTEBU4BFXEK196574	02038	JTEBU4BF2EK200407	12034	JTEBU4BFXEK191391	29096	JTEBU4BFXEK197210	42138
JTEBU4BF7EK198010	02038	JTEBU4BF9EK191365	12064	JTEBU4BF6EK198368	29100	JTEBU4BF5EK200806	42219
JTEBU4BF5EK195302	02049	JTEBU4BF6EK198869	12090	JTEBU4BF9EK198249	29103	JTEBU4BF9EK198686	42241
JTEBU4BF0EK197913	02052	JTEBU4BF2EK197461	12116	JTEBU4BF9EK198946	29988	JTEBU4BF1EK199332	42241
JTEBU4BFXEK196543	04022	JTEBU4BFXEK191679	12125	JTEBU4BF1EK200169	29997	JTEBU4BF9EK195044	42249
JTEBU4BF6EK200202	04022	JTEBU4BF1EK193059	12125	JTEBU4BF3EK192799	29997	JTEBU4BF3EK197372	42292
JTEBU4BF3EK193712	04041	JTEBU4BF1EK194972	12125	JTEBU4BF2EK193359	30013	JTEBU4BF9EK197599	42296
JTEBU4BF3EK193760	04041	JTEBU4BF8EK197254	12125	JTEBU4BF2EK194365	30013	JTEBU4BF5EK198118	42304
JTEBU4BF6EK193932	04041	JTEBU4BF5EK197566	12125	JTEBU4BF3EK193211	30033	JTEBU4BF3EK198683	42306
JTEBU4BF5EK194036	04041	JTEBU4BFXEK197868	12125	JTEBU4BF7EK197133	31008	JTEBU4BF2EK199498	42306
JTEBU4BF7EK194250	04088	JTEBU4BF6EK198323	12125	JTEBU4BF3EK198697	31124	JTEBU4BF6EK198791	42320
JTEBU4BF6EK198208	04094	JTEBU4BF5EK196241	13053	JTEBU4BF4EK193945	31153	JTEBU4BF0EK199127	42320
JTEBU4BF6EK198824	04102	JTEBU4BFXEK199748	14041	JTEBU4BF6EK199603	31157	JTEBU4BF8EK197934	42321
JTEBU4BF1EK198648	04134	JTEBU4BFXEK193853	14046	JTEBU4BF2EK193944	31177	JTEBU4BF6EK200779	43016
JTEBU4BF8EK200539	04140	JTEBU4BF8EK196329	14046	JTEBU4BF3EK198392	31179	JTEBU4BF4EK199695	43022
JTEBU4BF3EK197663	04143	JTEBU4BF3EK198876	14046	JTEBU4BF6EK192912	31182	JTEBU4BF2EK196133	43022
JTEBU4BF4EK199311	04160	JTEBU4BF0EK197393	18031	JTEBU4BF3EK197775	33010	JTEBU4BF1EK201905	43025
JTEBU4BFXEK200025	04213	JTEBU4BF6EK191338	19022	JTEBU4BF1EK193966	33024	JTEBU4BF6EK200104	43027
JTEBU4BF3EK197162	04213	JTEBU4BF7EK196399	19037	JTEBU4BF9EK200209	33025	JTEBU4BF9EK196677	44013
JTEBU4BF7EK198542	04226	JTEBU4BF9EK194170	19047	JTEBU4BF8EK197884	34056	JTEBU4BF8EK194113	45037
JTEBU4BF6EK200975	04250	JTEBU4BF1EK197953	19050	JTEBU4BF0EK198060	34070	JTEBU4BF8EK195231	45050
JTEBU4BF5EK198264	04256	JTEBU4BF6EK199262	19050	JTEBU4BF8EK199294	34070	JTEBU4BF8EK198159	45050
JTEBU4BFXEK196851	04315	JTEBU4BF2EK193152	20051	JTEBU4BF6EK194529	34085	JTEBU4BF2EK199517	45074
JTEBU4BF0EK199757	04346	JTEBU4BF7EK191493	20102	JTEBU4BF8EK199649	34085	JTEBU4BF9EK192211	45088
JTEBU4BF4EK197543	04421	JTEBU4BF7EK195981	20114	JTEBU4BF0EK194557	34098	JTEBU4BF6EK200958	46045
JTEBU4BFXEK199314	04456	JTEBU4BF6EK200331	20122	JTEBU4BF5EK199818	34114	JTEBU4BFXEK201305	46073
JTEBU4BF6EK199567	04456	JTEBU4BF9EK193939	20128	JTEBU4BF9EK201487	34122	JTEBU4BFXEK194551	46076
JTEBU4BF6EK198273	04508	JTEBU4BF8EK197111	20135	JTEBU4BF7EK197200	35025	JTEBU4BF9EK199451	46076
JTEBU4BF1EK194096	05026	JTEBU4BF1EK194289	21032	JTEBU4BF8EK199487	35055	JTEBU4BF4EK193895	46092
JTEBU4BF3EK200092	05034	JTEBU4BF4EK197686	22045	JTEBU4BF2EK197931	35072	JTEBU4BF5EK199205	46100
JTEBU4BF0EK201345	05034	JTEBU4BF8EK199845	22045	JTEBU4BF2EK198934	35072	JTEBU4BF2EK198397	47012
JTEBU4BF7EK201892	05034	JTEBU4BF9EK199546	24079	JTEBU4BFXEK196333	36027	JTEBU4BF1EK198052	47020
JTEBU4BF8EK199876	05043	JTEBU4BF7EK199867	25061	JTEBU4BF7EK199528	36049	JTEBU4BF1EK199542	48005
JTEBU4BF1EK201726	05043	JTEBU4BF7EK200466	25065	JTEBU4BF4EK194139	36072	JTEBU4BF6EK196832	48012
JTEBU4BF5EK199785	05059	JTEBU4BF8EK199182	25066	JTEBU4BF9EK199661	36072	JTEBU4BF3EK197792	48012
JTEBU4BF2EK201153	05059	JTEBU4BF8EK197433	26015	JTEBU4BF9EK197442	36083	JTEBU4BFXEK196350	48028
JTEBU4BF9EK202445	05059	JTEBU4BF3EK197436	26023	JTEBU4BF5EK200420	36085	JTEBU4BF7EK202203	48039
JTEBU4BFXEK197658	05063	JTEBU4BF1EK197547	26027	JTEBU4BF8EK198341	36090	JTEBU4BF5EK200630	49022
JTEBU4BF7EK196354	05068	JTEBU4BF5EK198359	27020	JTEBU4BF8EK194287	36093	JTEBU4BF1EK202102	49028
JTEBU4BF4EK199356	06042	JTEBU4BF6EK195969	28029	JTEBU4BF7EK197326	36095		
JTEBU4BFXEK199054	06050	JTEBU4BF5EK199706	28035	JTEBU4BF5EK199625	37083		



Safety Recall E0Y - **Remedy Notice**  
Certain 2014 Model Year FJ Cruiser  
Trail Teams Ultimate Edition Package – Lower Ball Joint Bolts

## Customer Frequently Asked Questions

Published Late August, 2014

**We at Toyota care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall.**

**Q1: What is the condition?**

A1: 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.

**Q1a: What is the Trail Team Ultimate Edition package?**

A1a: The Trail Team Ultimate Edition package is a limited production FJ Cruiser which includes TRD off-road suspension, alloy wheels, a skid plate, an exclusive exterior paint color (Heritage Blue) and a stainless steel Ultimate Edition dash plaque.

**Q1b: How can I determine if my FJ Cruiser is equipped with the Trail Team Ultimate Edition package?**

A1b: Two ways to determine if an FJ Cruiser vehicle is equipped with the Trail Teams Ultimate Edition package are the Heritage Blue exterior color (**including the rooftop**) and the Ultimate Edition plaque located on the passenger side interior dash.

**Heritage Blue Exterior Color**



**Ultimate Edition Dash Plaque**



If you are uncertain whether or not your vehicle is equipped with the Trail Teams Ultimate Edition package, please contact an authorized Toyota dealer.

**Q2: Which and how many vehicles are involved in this Safety Recall?**

A2: There are 1,787 FJ Cruiser vehicles (2014 model year) equipped with the Trail Teams Ultimate Edition package covered by this Safety Recall in the US.

**Q2a: Are there any other Toyota, Lexus or Scion vehicles involved in this Safety Recall in the U.S.?**

A2a: No, there are no other Lexus, Toyota, or Scion vehicles involved in this Safety Recall.

**Q3: What is Toyota going to do?**

A3: In late September, 2014, Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will inspect the lower ball joint bolts and related suspension components. If a bolt is found to be loose, it will be properly tightened to specification. If a bolt is found to be missing, a new one will be installed. The inspection and remedy procedure will be performed at **No Charge** to the vehicle's owner.

**Q3a: How long will the repair take?**

A3a: Inspecting the lower ball joint bolts and suspension will take approximately 45 minutes. If a bolt is found to be loose or requires replacement, it will take approximately 3 hours because a wheel alignment will also be performed. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q4: Are there any warnings or indicators of this condition?**

A4: Yes, if a lower ball joint bolt becomes loose or is missing, an abnormal steering vibration or pulling may be noticed and the tire could appear to be tilted out of alignment.

**Q4a: What if I experience the condition described above?**

A4a: If you experience abnormal steering vibration or pulling, or otherwise do not believe the steering or suspension systems are operating properly, please contact your local authorized Toyota dealer for diagnosis and repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you.

**Q5: How does Toyota obtain my mailing information?**

A5: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

**Q5a: Do I need my owner letter to have the remedy performed by a Toyota dealer?**

A5a: You do not need an owner letter to have this safety 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.

**Q6: What if I have additional questions or concerns?**

A6: If you have additional questions or concerns, 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 to 4:00 pm Pacific Time.