

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 and Suspension Arm Bolts

Updated 10/15/2014

Updates:

- Involved Vehicles Increased From 1,787 to 2,501 Vehicles
 - Dealer Stock List Provided for Added VINs
- Front Suspension Lower Arm Bolts Added to Condition Description
- Owner Mailing to Start Late October

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 bolts which secure the front lower ball joint to the steering knuckle and/or the front suspension lower arm to the front cross member assemblies 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 more bolts could become loose during driving and fall out. If both bolts fall out from the front lower ball joint or the front suspension lower arm, these components could detach from the steering knuckle or the front cross members, causing a loss of steering control, which could increase the risk of a crash.

Remedy

Toyota dealers will inspect the front suspension 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.

Note: The remedy as outlined in the Technical Instructions remains the same. Vehicles that previously completed the remedy remain completed. Vehicle Safety Recall completion should always be verified through 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 October, 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 2,501 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 or front suspension lower arm bolt and related hardware. Parts 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 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	Part Location	Quantity
90105-16053	BOLT	Ball Joint (Lower)	As Needed
48409-60040	CAM SUB-ASSY, TOE ADJUST	Control Arm (Lower)	As Needed
48452-60020	PLATE, TOE ADJUST, NO.2		As Needed
48190-60040	CAM ASSY, CAMBER ADJUST		As Needed
48198-60020	CAM, CAMBER ADJUST, NO.2		As Needed
90178-16007	NUT, FLANGE		As Needed
90119-16005	BOLT, W/WASHER		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**

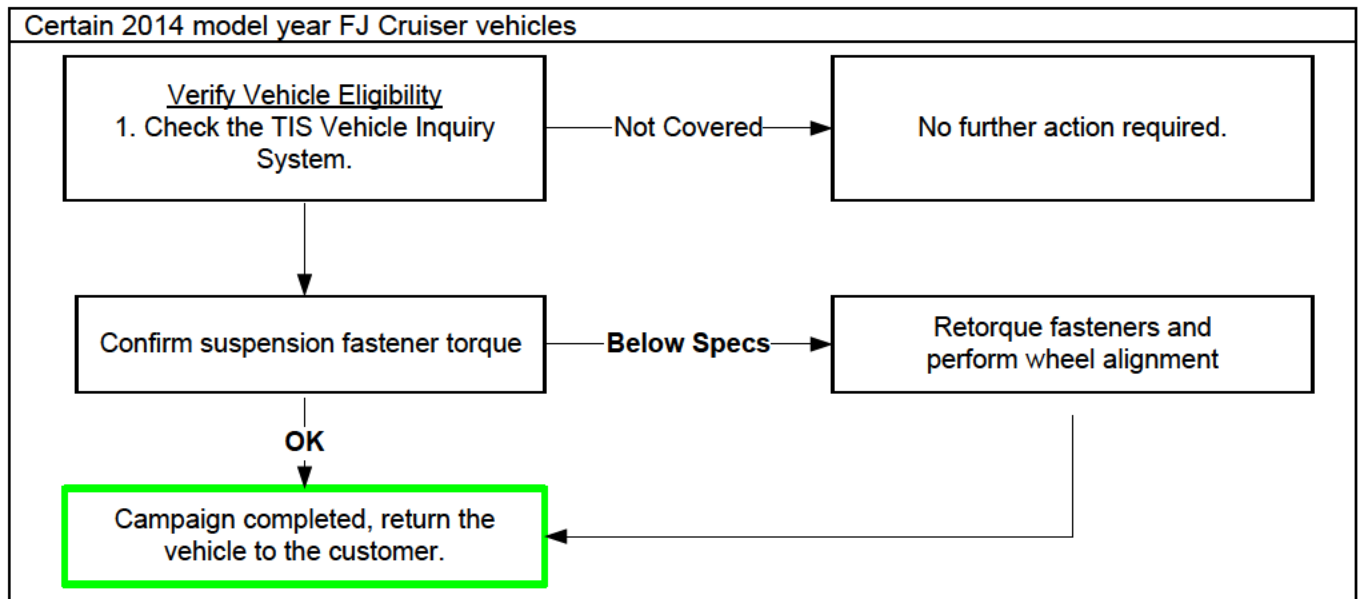
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off 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 Front Suspension	0.6 hr/vehicle
	AGG88B	Tighten Suspension Bolts and Perform Alignment	2.9 hr/vehicle
	AGG88C	Replace Suspension 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.

