

# TOYOTA

## ◀ IMPORTANT UPDATE ▶

### PRODUCT SUPPORT DIVISION

*The attached Dealer Letter has been updated, refer to the details below.*

DATE	TOPIC
October 5, 2016	<ul style="list-style-type: none"><li>• Ancillary damage opcode has been added.</li><li>• Pre-Owned Vehicle in Dealer Inventory, Media Contacts, and Customer Contacts sections have been updated.</li></ul>
May 4, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 12, Gulf States Toyota Private Distributor, Hawaii, USTTs, and Mexico.</li></ul>
April 27, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 11, Southeast Toyota Private Distributor.</li></ul>
April 21, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 10, San Francisco Region.</li></ul>
April 13, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 8 and 9, Kansas City and Los Angeles Regions.</li></ul>
April 6, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 6 and 7, Denver and Portland Regions.</li></ul>
March 30, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 5, Cincinnati Region.</li></ul>
March 23, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 4, Chicago Region.</li><li>• Details about VINs in the interim phase that are experiencing the Safety Recall condition (fractured leaf spring) has been added.</li><li>• Parts information has been updated.</li></ul>
February 29, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 3, CAT Region.</li><li>• Details about VINs that are marked completed has been updated.</li></ul>
February 11, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 2, New York Region.</li><li>• Phased remedy launch timing has been clarified.</li></ul>

*The most recent update in the attached Dealer Letter will be highlighted with a red box.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

Published January 27, 2016

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

Subject: Safety Recall E02 (Interim E12)– **Remedy Notice**  
Certain 2005-2011 Model Year Tacoma Pre-Runner and 4x4 Vehicles  
Rear Leaf Spring

On September 29, 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 2005-2011 model year Tacoma Pre-Runner and 4x4 vehicles.

### **Condition**

The subject vehicles' rear suspension system contains leaf springs that are constructed of either three or four leaves. There is a possibility that a leaf could fracture due to stress and corrosion. If this occurs and the vehicle continues to be operated, the broken leaf could move out of position and contact surrounding components, including the fuel tank. If the broken leaf contacts the fuel tank repeatedly, it could puncture the tank and cause a fuel leak. In the presence of an ignition source, this could result in a fire.

### **Remedy**

Toyota dealers are requested to inspect the leaf spring configuration and replace the leaf springs as necessary. In rare cases the leaf spring(s) have the potential to cause additional ancillary damage. In these cases additional repairs may be necessary. Refer to the following table for remedy launch timing.

Phase	State Registration	Notification Type	TIS Designation	Approximate Remedy Date
1	MA, ME, NH, RI, VT	Remedy	E02	Late January, 2016
2	CT, NJ, NY	Remedy	E02	Mid-February, 2016
3	DE, MD, PA, VA, WV	Remedy	E02	Early March, 2016
4	IL, IN, MN, WI	Remedy	E02	Late March, 2016
5	KY, MI, OH, TN	Remedy	E02	Late March, 2016
6	AZ, CO, NM, NV, UT, WY	Remedy	E02	Early April, 2016
7	AK, ID, MT, OR, WA	Remedy	E02	Early April, 2016
8	MO, KS, IA, NE, ND, SD	Remedy	E02	Mid-April, 2016
9	Southern California	Remedy	E02	Mid-April, 2016
10	Northern California	Remedy	E02	Mid-April, 2016
11	FL, GA, AL, NC, SC	Remedy	E02	Late April, 2016
12	AR, LA, MS, OK, TX, HI, PR	Remedy	E02	Early May, 2016

- VINs will be opened for the remedy based on the vehicle's registered location. Always use TIS to confirm that the remedy is open prior to performing the repair. Vehicles opened for the remedy can have the repair performed at any authorized Toyota dealership regardless of geographical location.
- When each phase of VINs are opened for the E02 remedy phase, a small number of these vehicles that are also involved in campaign E0D or ESD and have had a frame replacement, which includes the replacement of the leaf springs will not require the E02 remedy and will be marked as 'Completed' in TIS.
- If a vehicle is in the interim phase and is exhibiting the Safety Recall condition (fractured leaf spring), dealers are requested to contact their regional representative. The case will be reviewed and further instructions will then be provided.

### **Covered Vehicles**

There are approximately 711,000 vehicles covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period
Tacoma Pre-Runner, Tacoma 4X4	Certain 2005-2011	September 2004 through October 2010

**Owner Letter Mailing Date**

Toyota will begin to notify owners of each phase approximately one week after each region is opened for the remedy phase. A sample of the owner notification letter has been included for your reference. **Refer to the table in the Remedy section of this letter for approximate remedy owner notification timing.**

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources 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 you are 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.

**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 defect has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be designated, sold, or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly; technicians performing this repair are required to currently hold at least one of the following certification levels:

- Certified Technician (Chassis)
- Expert Technician (Chassis)
- Master Technician
- Master Diagnostic Technician

It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

**Remedy Procedures**

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**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.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

Due to limited availability, the parts have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory improves, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

*All Safety Recall, Service Campaign (SSC/LSC) and Customer Support Program (CSP) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and additional details.*

**Leaf Spring Kit Shipping and Receiving of Parts**

Note that the large majority of leaf spring kits will not be stocked at local PDCs; they will be shipped directly from a specific NAPO facility located in Texas. Lead time for these kits is expected to be 5-7 business days depending on dealer location. Toyota is currently working to reduce this lead time to 1-3 days.

The leaf spring kits for this campaign are large and heavy, please take note of the following weight and dimension specs when preparing your parts department for receiving these campaign parts.

**Individual Leaf Spring Kits:**

- Weight 142 lbs
- 61" x 16" x 9.5"

**Bulk Leaf Spring Kit Packaging:**

- Banded in Sets of 6
- Weight 852 lbs
- Dimension 61" x 32" x 28.5"

**Parts****HARDWARE KIT:**

Part Number	Part Description	Quantity
04005-34104	Leaf Spring Hardware Kit	1

**LEAF SPRING KITS:**

Only one kit is required per vehicle. Ensure you order the correct set based on the vehicle configuration.

Part Number	Part Description	Quantity
04005-34204	Leaf Spring Kit (Regular Cab Models)	1

Part Number	Part Description	Quantity
04005-34304	Leaf Spring Kit (Access/DBL Cab Models)	1

**The following leaf spring kit should only be installed on vehicles which previously had T-SB-0359-10, Rear Spring Harsh Ride, performed on the vehicle. This kit will only be needed in rare cases; the inspection procedure in the TI will identify if this kit is needed.**

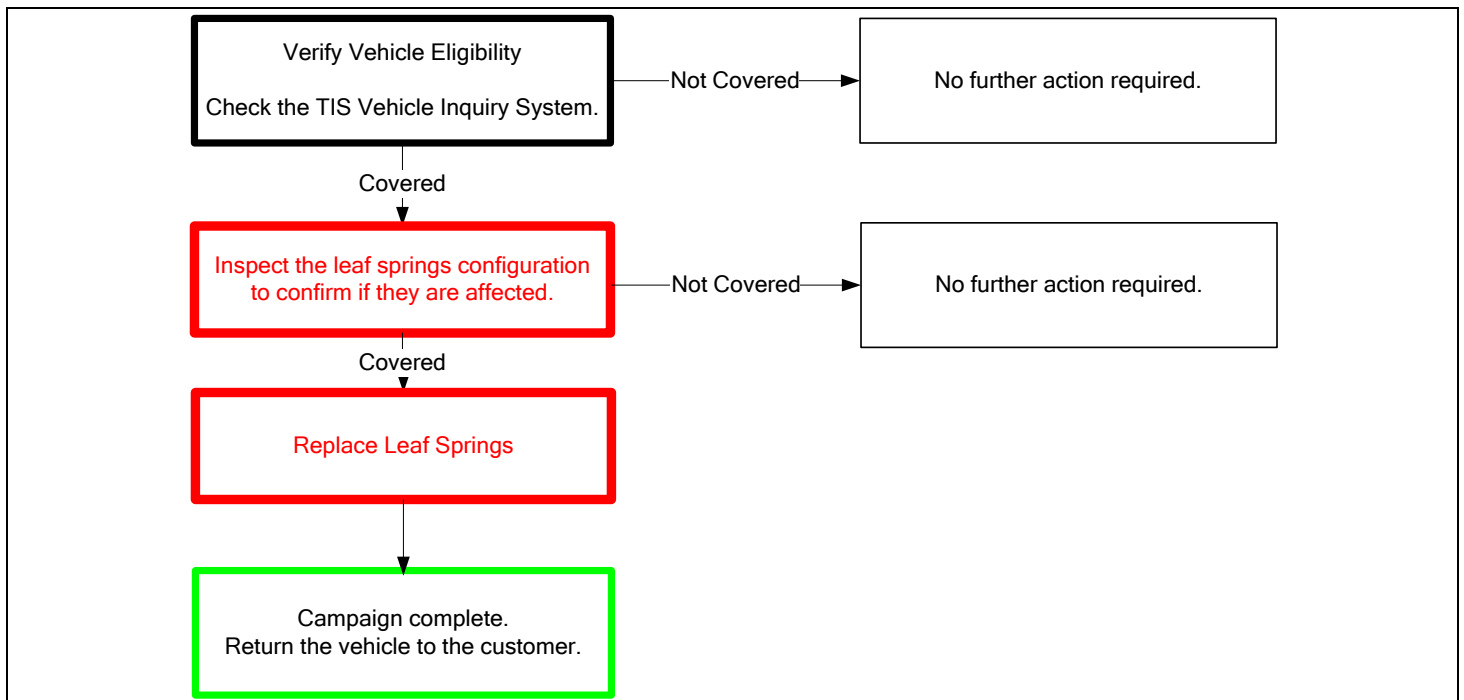
Part Number	Part Description	Quantity
04005-34404	Leaf Spring Kit (Access/DBL Cab Models with Mexico and Canada Spec Springs)	1

**ANCILLARY SHACKLE HOUSING KIT:**

**The following kit should only be ordered if rear shackle bushing replacement is not feasible. It is anticipated that very few vehicles will require these parts.**

Part Number	Part Description	Quantity
04005-65104	Rear Shackle Housing (Kits contains 2 Shackle housings)	1

**Warranty Reimbursement Procedure**



Opcode	Description	Flat Rate Hours
AGGF3A	Inspect and replace rear leaf spring assemblies	2.1
AGGF3B	Inspect leaf spring assemblies, replacement not required	0.2
AGLIFT	Modified (Lifted) Vehicle – Inspect and replace rear leaf spring assemblies	2.1

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- **Opcode AGLIFT should only be used when replacing the leaf springs on a modified vehicle.** Note that any additional labor or parts costs associated with performing the remedy on a modified vehicle will not be accepted on the campaign claim. Refer to the FAQ for additional details.
- Due to the extended shipping lead time for leaf spring kits, a loaner vehicle or alternative transportation through the Toyota Rent-A-Car (TRAC) can be claimed as a sublet type “RT” under Op. Code AGGF3A. **Maximum rental available is 14 days and rentals greater than 4 days or \$35.00 per day requires DSPM authorization as per the Toyota Transportation Assistance Policy (TTAP).**

Opcode	Description	Flat Rate Hours
AGGF3C	Damaged ancillary part replacement due to leaf spring fracture Example: brake line, fuel tank, etc.	Maximum 8 Hours - Actual Time

- This opcode must be filed in conjunction with AGGF3A.
- A copy of the R.O. and time stamps must be attached to the claim. Toyota expects this opcode to be used in less than 1 percent of claims; each claim will be manually reviewed by Warranty for verification prior to approval.

**Media Contacts**

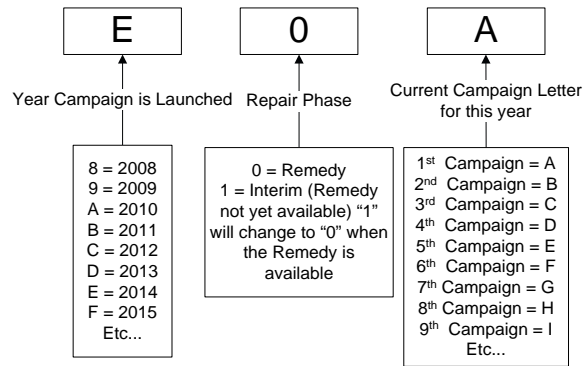
It is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers. Please provide this contact only to media associates.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or Safety Recall remedy. Please welcome them to your dealership and answer any questions that they may have. A Q&A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

**Campaign Designation Decoder**



**Examples:**

A0D = Launched in 2010, Remedy Phase, 4<sup>th</sup> Campaign Launched in 2010  
 C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012  
 E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2013

***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 E02 (Interim E12) – Remedy Notice**  
**Certain 2005-2011 Model Year Tacoma Pre-Runner and 4x4 Vehicles**  
**Rear Leaf Spring**

**Frequently Asked Questions**  
**Published January 27, 2016**

# ◀ IMPORTANT UPDATE ▶

DATE	TOPIC
October 5, 2016	<ul style="list-style-type: none"><li>• An addition Q/A has been added to provide guidance for vehicles with modified suspension.</li><li>• Customer Contact information has been updated.</li></ul>
May 4, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 12, Gulf States Toyota Private Distributor, Hawaii, USTTs, and Mexico.</li><li>• The answer to question 3 has been clarified.</li></ul>
April 27, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 11, Southeast Toyota Private Distributor.</li></ul>
April 21, 2016	<ul style="list-style-type: none"><li>• Remedy is now available for Phase 10, San Francisco Region.</li></ul>
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**The most recent update will be highlighted with a red box.**

**Q1: What is the condition?**

A1: The subject vehicles' rear suspension system contains leaf springs that are constructed of either three or four leaves. There is a possibility that a leaf could fracture due to stress and corrosion. If this occurs and the vehicle continues to be operated, the broken leaf could move out of position and contact surrounding components, including the fuel tank. If the broken leaf contacts the fuel tank repeatedly, it could puncture the tank and cause a fuel leak. In the presence of an ignition source, this could result in a fire.

**Q2: Are there any warnings that this condition exists?**

A2: There are no warnings or indicators before this condition occurs. However, if the leaf spring has fractured and moved out of position, it could contact surrounding components, resulting in an audible clunk or bang from the rear of the vehicle. In this condition, it can also be visible looking under the rear of the vehicle.

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

A3: Toyota will send an owner notification by first class mail advising owners to make an appointment with their authorized Toyota dealer to have the leaf springs inspected, and if necessary, replaced at **NO CHARGE**. **Toyota has mailed the remedy owner letters for Safety Recall E02. Refer to the following table for approximate remedy owner notification timing.**



Phase	State Registration	Notification Type	TIS Designation	Approximate Remedy Date
1	MA, ME, NH, RI, VT	Remedy	E02	Late January, 2016
2	CT, NJ, NY	Remedy	E02	Mid-February, 2016
3	DE, MD, PA, VA, WV	Remedy	E02	Early March, 2016
4	IL, IN, MN, WI	Remedy	E02	Late March, 2016
5	KY, MI, OH, TN	Remedy	E02	Late March, 2016
6	AZ, CO, NM, NV, UT, WY	Remedy	E02	Early April, 2016
7	AK, ID, MT, OR, WA	Remedy	E02	Early April, 2016
8	MO, KS, IA, NE, ND, SD	Remedy	E02	Mid-April, 2016
9	Southern California	Remedy	E02	Mid-April, 2016
10	Northern California	Remedy	E02	Mid-April, 2016
11	FL, GA, AL, NC, SC	Remedy	E02	Late April, 2016
12	AR, LA, MS, OK, TX, HI, PR	Remedy	E02	Early May, 2016

NOTE: VINs will be opened for the remedy based on the vehicle's registered location. Always use TIS to confirm that the remedy is open prior to performing the repair. Vehicles opened for the remedy can have the repair performed at any authorized Toyota dealership regardless of geographical location.

**Q4: Which and how many vehicles are covered by this campaign?**

A4: There are approximately 711,000 vehicles covered by this Safety Recall in the U.S.

Model Name	Model Year	Production Period
Tacoma Pre-Runner, Tacoma 4X4	Certain 2005-2011	September 2004 through October 2010

**Q4a: Are there any other Lexus/Toyota/Scion vehicles covered by this Safety Recall in the U.S.?**

A4a: No, there are no other Lexus/Toyota/Scion vehicles covered by this Safety Recall.

**Q4b: Why are other 2WD Tacoma models not covered by this Safety Recall?**

A4b: Although the other Tacoma models use the same leaf spring assemblies, the springs are located below the rear axle instead of above the axle. Therefore, if the leaf spring fractures in these models, it will not contact the fuel tank.

**Q5: How long will the repair take?**

A5: The repair takes approximately two hours; however, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q6: My vehicle has a modified suspension, and my dealer says I should remove the modifications before the Safety Recall can be performed; is there anything I can do about this?**

A6: Some vehicles may be equipped with non-Toyota-approved parts or accessories that make it difficult or impossible for a dealer to install the remedy parts for this Safety Recall. Toyota does not recommend modifying vehicles and cannot evaluate how any aftermarket, non-Toyota-approved parts could affect a vehicle's operation. That is why it is best to restore the vehicle to its original condition prior to the remedy being performed. Any cost to do this are your responsibility.

Notwithstanding Toyota's recommendation, some dealers may be willing to perform the Safety Recall remedy with the vehicle in its current modified condition. If your dealer is willing to do so, you may be charged for labor or parts costs not otherwise covered by Toyota's Safety Recall remedy. Toyota provides the specific leaf spring kit and installation hardware kit and covers 2.1 hours of dealer labor expenses. You must pay any additional charges for parts or labor by the dealer which are the result of the vehicle's non-Toyota modifications.

Toyota is not responsible for later performance problems your vehicle may have that are the result of the non-Toyota-approved vehicle modifications.

**Q7: What if I previously paid for repairs related to this campaign?**

A7: Reimbursement consideration instructions will be provided in the remedy owner letter.



**Q8: *How does Toyota obtain my mailing information?***

A8: 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.

**Q9: *What if I have addition questions or concerns?***

A9: If you have additional questions or concern, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

**Certain 2005-2011 Model Year Tacoma Pre-Runner and 4x4 Vehicles**  
**Rear Leaf Spring**  
**IMPORTANT SAFETY RECALL NOTICE (Remedy Notice)**  
NHTSA Recall: 14V-604

[VIN]

Dear Toyota Customer:

**URGENT SAFETY RECALL**  
This is an important Safety Recall.  
The remedy will be performed at  
**NO CHARGE** to you.

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2005-2011 Model Year Tacoma Pre-Runner and 4x4 vehicles.

You received this notice because our records, which are based primarily on state registration and title data, indicate that you are the current owner.

**What is the condition?**

The subject vehicles' rear suspension system contains leaf springs that are constructed of either three or four leaves. There is a possibility that a leaf could fracture due to stress and corrosion. If this occurs and the vehicle continues to be operated, the broken leaf could move out of position and contact surrounding components, including the fuel tank. If the broken leaf contacts the fuel tank repeatedly, it could puncture the tank and cause a fuel leak. In the presence of an ignition source, this could result in a fire.

**What will Toyota do?**

Any authorized Toyota dealer will inspect, and if necessary, replace the leaf springs at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

**Please contact any authorized Toyota dealer to schedule an appointment to have the remedy performed as soon as possible.**

The remedy will take approximately two hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Until the remedy is performed, please be aware of any unusual noise coming from the rear of your vehicle. If the leaf spring has fractured and moved out of position, it could contact surrounding components, resulting in an audible clunk or bang. It can also be visible looking under the rear of the vehicle. If this occurs, contact your Toyota dealer immediately for repair.

**What if you have other questions?**

- **Your local Toyota dealer will be more than happy to answer any of your questions.**
- 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>.

If you would like to update your vehicle ownership or contact information, you may do so by registering at [www.toyota.com/ownersupdate](http://www.toyota.com/ownersupdate). You will need your full 17-digit Vehicle Identification Number (VIN) to input the new information.

**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.

**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, USA, Inc.  
Toyota Customer Experience, WC 10  
19001 South Western Avenue  
Torrance, CA 90509

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE