

TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
September 29, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

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

Updated 3/23/2016: Details about VINs in the interim phase that are experiencing the Safety Recall condition (fractured leaf spring) has been added.

Updated 11/20/2014: Interim Mailing Information – Interim Information Highlighted in Yellow

On September 29, 2014 Toyota will file 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.

- Due to the lead time in making remedy preparations, Toyota will be mailing an interim owner notification letter to customers covered by this Safety Recall in late November, 2014.
- Toyota is currently preparing the remedy for this condition.

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.

Covered Vehicles

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

Model	Model Year	Production Period	Approx. UIO
Tacoma Pre-Runner Tacoma 4X4	Certain 2005-2011	September 2004 through October 2010	711,000

Status

- E02 ("E12" until the remedy is launched) Preliminary Notification documents will be available on TIS Monday September 29, 2014.
- **For reference purposes only**, VINs covered by this Safety Recall will be searchable on TIS starting Monday September 29, 2014.
- 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.

Toyota is currently preparing the remedy for this condition. Due to the lead time in making remedy preparations, Toyota will be mailing an interim owner notification letter to customers covered by this Safety Recall in late November, 2014. The interim notice will advise owners of this Safety Recall and of the future notice they will receive when the remedy is available.

Pre-Owned Vehicles in Dealer Inventory

Toyota generally requests that dealers do not deliver any pre-owned vehicles in dealer inventory that are covered by a Safety Recall until the vehicle has been remedied. However, in this case, unless prohibited by your state's law, dealers can deliver un-remedied, pre-owned vehicles if they disclose to the customer that the vehicle is subject

to a Safety Recall and Toyota will send them a notification when the remedy is available. We ask that dealers perform a visual inspection of the leaf springs prior to delivery to ensure the vehicle does not have the condition covered by this Safety Recall. If the condition is currently present, the vehicle must be repaired prior to delivery.

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 Cindy Knight (310) 468-2170 in Toyota Corporate Communications. (Please do not provide this number to customers. Please provide this contact to only media associates.)

Customer Handling

If you are contacted by a customer who has questions or concerns, 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 review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



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Customer Frequently Asked Questions

Published Late November, 2014

We at Toyota care greatly about your safety while we prepare the remedy for this condition. We are providing the following information to keep you informed of the recall details. Please check back frequently as this document will be updated.

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 or indicators before this condition occurs?

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.

Q2a: What if I experience the condition before the remedy is available?

A2a: If you experience the condition or warnings described above, 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.

Q3: What is Toyota going to do?

A3: **Toyota is currently preparing the remedy for this condition.** In the meantime, we are communicating our **interim** actions:

- Toyota will mail an interim owner notification letter in late November, 2014.
- The interim notice will advise the owner of this Safety Recall and that they will receive a future notice when the remedy is available.

Q3a: When does Toyota anticipate the remedy will be available?

A3a: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota will provide additional information as it becomes available.

Q3b: How does Toyota obtain my mailing information?

A3b: 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.

Q3c: When the remedy becomes available, do I need my owner letter to have the remedy performed?

A3c: You do not need an owner letter to have this 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.

Q4: Which and how many vehicles are covered by this Safety Recall?

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

Model	Model Year	Production Period	Approx. UIO
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Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?

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

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

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

Q5: What if I have additional questions or concerns?

A5: 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 through 4:00 pm Pacific Time.