

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

Subject: Safety Recall E05 – **Remedy Available**  
Certain 2014 Model Year Avalon, Avalon Hybrid, Camry, and Camry Hybrid Vehicles  
Driver Side Front Suspension Lower Arm

**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 2014 model year Avalon, Avalon Hybrid, Camry, and Camry Hybrid vehicles.**

### **Condition**

On some of these vehicles, the left front suspension lower arm may have an improperly manufactured bolt hole where it connects to the ball joint. This could affect bolt clamping force. If this condition exists, in the event of a severe impact to the lower ball joint, which could result from varying road surfaces during normal driving, the lower arm could separate from the ball joint. Separation of the lower arm can cause a loss of steering control, which can increase the risk of a crash.

### **Remedy**

Toyota dealers will replace the Driver Side Front Suspension Lower Arm (left lower arm) at **NO CHARGE** to the vehicle owner. For additional information on repair 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 early December, 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.

**Vehicle Safety Recall completion can be verified through TIS.** Also to further assist your dealership, a member of your Region/PD will provide a list of VIN's that our records show to be in your dealership's inventory, to ensure they are not delivered prior to remedy. Additional information will be provided as it becomes available.

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

To identify vehicles involved in this Safety Recall, each dealership should utilize Inspection Reminder Hang Tags. Please have dealers 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, please have the dealership 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 defect has been remedied.

**5. Dealer Summary Reports**

Summary Reports, containing the number of covered vehicles in your dealership’s primary marketing area, have been enclosed in the dealer package. (Please verify eligibility by confirming through TIS prior to performing repairs.)

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

There are approximately 5,650 vehicles 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.

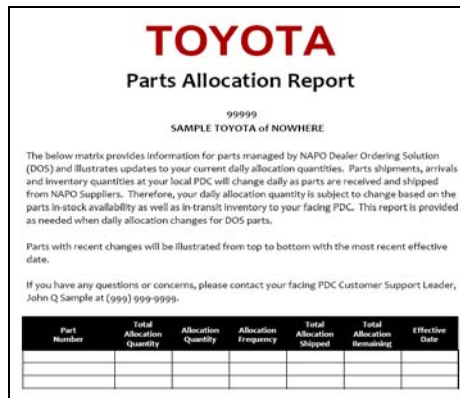
**7. Parts Ordering**

Orders can be placed through the dealerships facing PDC. The parts have been placed on Dealer Ordering Solutions and will be systematically released daily based on dealer ordering criteria.

*Note: During the initial few weeks of this program replacement part supply will be limited. Additional quantities will be available in the near future, the owner communication will commence once sufficient inventory has been received.*

Part Number	Part Name	Qty
48069-07050	ARM SUB-ASSY, SUSPENSION LWR LH W/BUSH	1

Each dealership will receive specific dealer ordering criteria in an email from their facing PDC Manager based on Repair Order Volume \* PDC Affected UIO. Therefore, it is vital that each dealership work with both Parts and Service to immediately file Safety Recall claims and coordinate appropriate kit orders. A sample of the Parts Allocation Report has been attached below for your reference.



**8. 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 Safety 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**

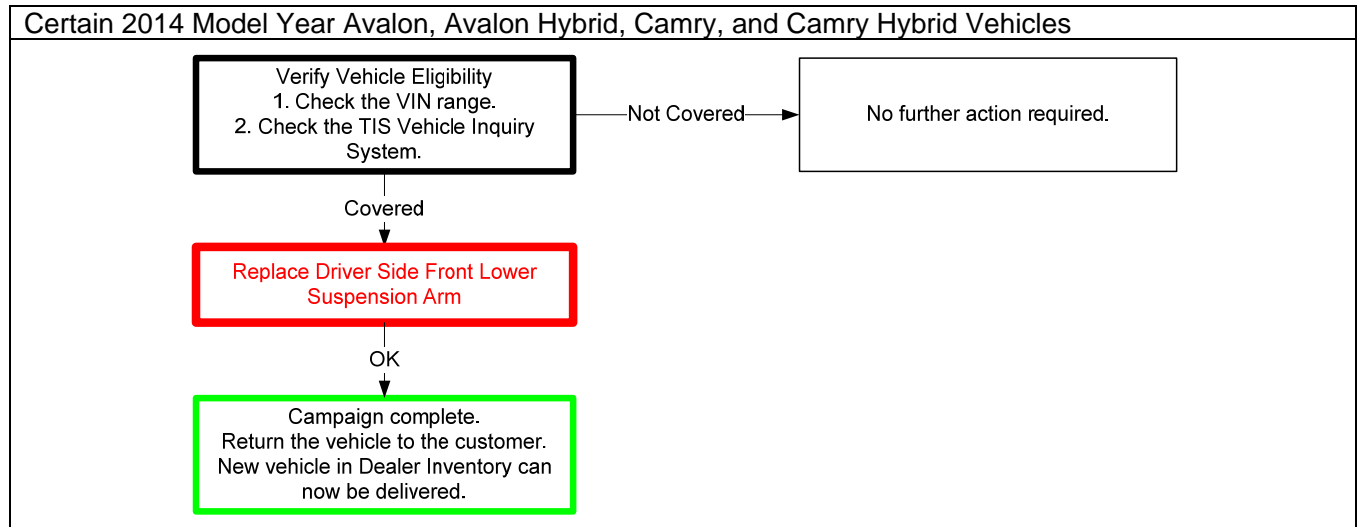
It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this Safety Recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician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

**9. 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.

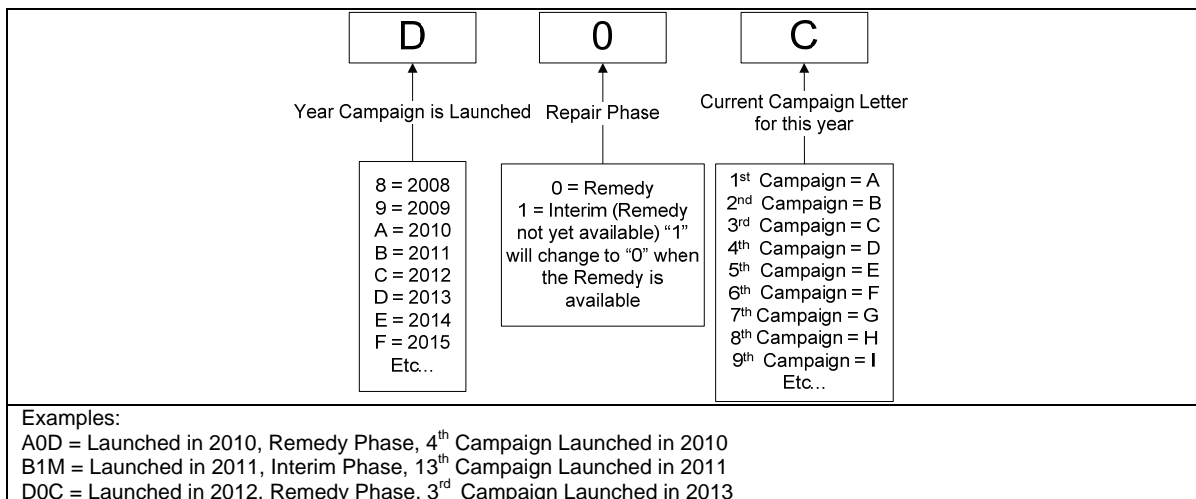
**10. Warranty Reimbursement Procedure**



Model	Op. Code	Description	Flat Rate Hour
Avalon	QCE051	Replace Driver Side Front Suspension Lower Arm and Perform Alignment	8.7 hr/vehicle
Camry V6 (2GR)	QCE052		7.7 hr/vehicle
Camry, Camry HV, Avalon HV	QCE053		2.6 hr/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- A rental car through the Toyota Rent-A-Car (TRAC) program is available for 2 days while the dealer performs the repair under Op Code: QCE051/2 at a maximum rate of \$35 per day.

**Campaign Designation Decoder**



### **11. 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.

### **12. 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.)

### **13. 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 through 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.



## Safety Recall E05 – **Remedy Notice**

Certain 2014 Model Year Avalon, Avalon Hybrid, Camry, and Camry Hybrid Vehicles  
Driver Side Front Suspension Lower Arm

### **Customer Frequently Asked Questions**

Published Early November, 2014

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

**Q1: What is the condition?**

A1: On some of these vehicles, the left front suspension lower arm may have an improperly manufactured bolt hole where it connects to the ball joint. This could affect bolt clamping force. If this condition exists, in the event of a severe impact to the lower ball joint, which could result from varying road surfaces during normal driving, the lower arm could separate from the ball joint. Separation of the lower arm can cause a loss of steering control, which can increase the risk of a crash.

**Q1a: What is the cause of the condition?**

A1a: This condition is caused by a manufacturing error related to the bolt hole on the left front suspension lower arm where it connects to the ball joint.

**Q2: What is Toyota going to do?**

A2: In early December, 2014 Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will replace the Driver Side Front Suspension Lower Arm (left lower arm) at **NO CHARGE** to the vehicle owner.

**Q2a: How does Toyota obtain my mailing information?**

A2a: 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.

**Q2b: Do I need my owner letter to have the remedy performed?**

A2b: 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.

**Q3: Are there any steps I can take to minimize the occurrence of this condition?**

A3: No. There are no steps you can take to minimize the occurrence of this condition.

**Q3a: Are there any warnings or indicators if this condition occurs?**

A3a: In some cases, the bolt which secures the left lower arm to the ball joint could become loose. If this occurs, an abnormal steering vibration or pulling may be noticed. If you notice anything unusual with the steering of the vehicle, please contact your dealer immediately for repair. If the condition is related to this Safety Recall, the repair will be performed at **No Charge** to you

**Q3b: What if I experience the condition described above?**

A3b: If you experience the condition 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

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

A4: There are approximately 5,650 certain 2014 Model Year Avalon, Avalon Hybrid, Camry, and Camry Hybrid Vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	UIO
Camry	Certain 2014	Early September, 2014 through Mid-September, 2014	5,370
Camry HV			104
Avalon			53
Avalon HV			131

**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.

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

A5: The repair will take between 3 to 9 hours depending on the type of vehicle; the dealer can clarify the repair time necessary for your particular vehicle. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time. If the repair time for your vehicle is beyond 4 hours, a rental car will be provided, if desired, at **no charge** to you.

**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 through 4:00 pm Pacific Time.