

November 4, 2014

## **DEFECT INFORMATION REPORT**

1. Vehicle Manufacturer Name:

Toyota Motor Manufacturing, Kentucky, Inc. ["TMMK"]  
1001 Cherry Blossom Way, Georgetown, KY, 40324

Subaru of Indiana Automotive, Inc. ["SIA"]  
5500 State Road 38 East, Lafayette, Indiana, 47905

Affiliated U.S. Sales Company

Toyota Motor Sales, USA, Inc. ["TMS"]  
19001 South Western Avenue, Torrance, CA 90501

Manufacturer of the left side lower arm

Toyotetsu America Inc.  
100 Pin Oak Drive, Somerset, KY 42503  
Telephone: 606-274-2671

Country of Origin: U.S.A.

2. Identification of Involved Vehicles:

Based on production records, we have determined the involved vehicle population as in the table below.

Make/ Car Line	Model Year	Manufac- turer	VIN		Production Period
			VDS	VIS	
Toyota/ Camry, Camry HV	2014	TMMK	TBD	TBD	September 3, 2014 through September 11, 2014
		SIA	TBD	TBD	September 3, 2014 through September 15, 2014
Toyota/ Avalon, Avalon HV	2014	TMMK	TBD	TBD	September 3, 2014 through September 15, 2014

Note: (1) Although the involved vehicles are within the above VIN range, not all vehicles in this range were sold in the U.S.

(2) No other Toyota vehicles use the same lower arm as the subject vehicles.

(3) Only the involved vehicles with 16inch and 17inch rim sizes are equipped with the subject lower arm. All other rim sizes utilize a different lower arm.

3. Total Number of Vehicles Potentially Involved:

Approx. 5,650

4. Percentage of Vehicles Estimated to Actually Contain the Defect:

Unknown

5. Description of Problem:

The subject vehicles' front suspension system is equipped with lower arms. The left side front suspension lower arm was mis-stamped during the manufacturing process (the right side front suspension lower arm is not affected). A left side lower arm that has been mis-stamped may not have enough clamping surface area for one of the bolts that secures the lower arm to the lower ball joint. 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.

6. Chronology of Principal Events:

September 2014

A mis-stamped left side front suspension lower arm was identified by the manufacturing plant during vehicle assembly. Toyota took action to inspect and, if needed, repair other vehicles in inventory with mis-stamped left lower arms prior to shipping for sale. All vehicles were believed to be corrected while in Toyota's control.

October 2014

Toyota discovered that the criteria used (i.e., the specification for the minimum bolt clamping surface area of the left lower arm) to inspect vehicles in inventory was incorrect. Toyota revised the inspection criteria to reflect the correct specification. However, some vehicles inspected under the original and incorrect criteria had already been released for sale to dealers and customers.

October 29, 2014

Toyota decided to conduct a voluntary safety recall campaign to replace the left side front suspension lower arm on the affected vehicles.

As of October 28, 2014, Toyota is not aware of any crashes or injuries caused by this condition. No Toyota field reports or warranty claims related to this condition have been received by Toyota.

7. Description of Corrective Repair Action:

All owners of the subject vehicles will be notified by first class mail. Toyota dealers will replace the left side lower arm at no cost.

Reimbursement Plan for pre-notification remedies

As the owner notification letters will be mailed out well within the active period of the Toyota New Vehicle Limited Warranty ("Warranty"), all involved vehicle owners for this recall would have been provided a repair at no cost under Toyota's Warranty.

8. Recall Schedule:

Notifications to owners will be in early December, 2014. A copy of the draft owner notification letter(s) will be submitted as soon as it is available.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent on November 4, 2014. Copies of dealer communications will be submitted as they are issued.