

Mark Kubota / TMS Toyota Customer Services  
Product Quality and Service Support, Quality Compliance  
February 5, 2015  
Approved By: Bob Waltz

To: All Toyota Dealers  
From: Product Support Division

**Safety Recall F0E (F1E) - Preliminary Notice**  
**Certain 2014 Model Year FJ Cruiser**  
**Steering Intermediate Shaft**

**On February 5, 2015, 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 FJ Cruiser vehicles.**

This preliminary information is being provided to keep you informed of the filing. **Toyota is currently preparing the remedy for this condition.** We will notify dealerships again at the time of the next phase, prior to the owner notification starting.

**Condition**

The steering system contains an intermediate shaft, which connects the steering wheel to the steering gear box. The intermediate shaft in the subject vehicles could have received an inadequate weld. Under some circumstances, the weld could separate, resulting in the loss of steering control and increasing the risk of a crash.

**Covered Vehicles**

There are approximately 116 vehicles covered by this Safety Recall in the US.

Model	Model Year	Production Period	UIO
FJ Cruiser	Certain 2014	August 7, 2013 through August 20, 2013	116

**Status**

- F0E ("F1E" until the remedy is launched) Preliminary Notification documents will be available on TIS Wednesday evening, February 4, 2015.
- ***For reference purposes only***, VINs covered by this Safety Recall will be searchable on TIS starting Wednesday evening, February 4, 2015. ***Toyota is currently preparing the remedy for this condition.***

**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.

**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.



**Safety Recall F0E (F1E) - Preliminary Notice**  
**Certain 2014 Model Year FJ Cruiser Vehicles**  
**Steering Intermediate Shaft**

**Customer Frequently Asked Questions**

Published Early February, 2015

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 steering system contains an intermediate shaft, which connects the steering wheel to the steering gear box. The intermediate shaft in the subject vehicles could have received an inadequate weld. Under some circumstances, the weld could separate, resulting in the loss of steering control and increasing the risk of a crash.

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

A1a: Due to improperly maintained welding equipment on a particular production day, the intermediate shaft in the subject vehicles could have received an inadequate weld at the joint.

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

A2: **Toyota is currently preparing the remedy for this condition.** Once preparations are complete, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

The remedy, when available, will involve replacement of the intermediate shaft at **No Charge** to you.

**Q3: Are there any warnings or indicators before this condition occurs?**

A3: There are no advanced warnings prior to the existence of this condition.

**Q3a: What if I experience the condition before the remedy is available?**

A3a: 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, when available, will be performed at **No Charge** to you.

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

A4: There are 116 FJ Cruiser vehicles (2014 model year) covered by this Safety Recall in the US.

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

A4a: No other vehicles in the U.S. are involved.

**Q5: When does Toyota anticipate the remedy will be available?**

A5: Toyota is currently working on obtaining the remedy parts for this Safety Recall. Toyota will provide additional information as it becomes available.

**Q6: How does Toyota obtain my mailing information?**

A6: 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.

**Q7: When the remedy becomes available, do I need my owner letter to have the remedy performed?**

A7: 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.

**Q8: What if I have additional questions or concerns?**

A8: 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.