

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

Subject: Safety Recall F0E – **Remedy Notice**
Certain 2014 FJ Cruiser Vehicles
Steering Intermediate Shaft

On February 5, 2015 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 2014 Model Year FJ Cruiser vehicles.

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.

Remedy

Toyota dealers will replace the steering intermediate shaft at **No Charge** to the vehicle's owner. For additional information on the remedy procedure, 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 March, 2015.

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. 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 vehicle has been remedied.

3. Number and Identification of Covered Vehicles

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

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.

4. 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 recall repair are required to currently hold at least one of the following certification levels:

- **Toyota Certified Chassis**
- **Toyota Expert Chassis**
- **Master**
- **Master Diagnostic Technicians**

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

5. 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.

6. Parts Ordering

Orders for the clips can be placed through the dealership’s facing PDC.

| Part Number | Part Description | Qty. |
|-------------|------------------|------|
| 90467-10186 | Clip | 2 |



Due to the low UIO for this safety recall, the intermediate shafts have been placed on Manual Allocation Control (MAC).

If you require an intermediate shaft, please send an email to PQSS_MAC@Toyota.com with the following information:

- **Subject Line: F0E MAC Release Request (Dealer Code)**
- **Reason for Replacement**
- **Dealer Code**
- **VIN Number**
- **Part Number**
- **Order Reference Number**
- **Order Date**
- **Contact Person**

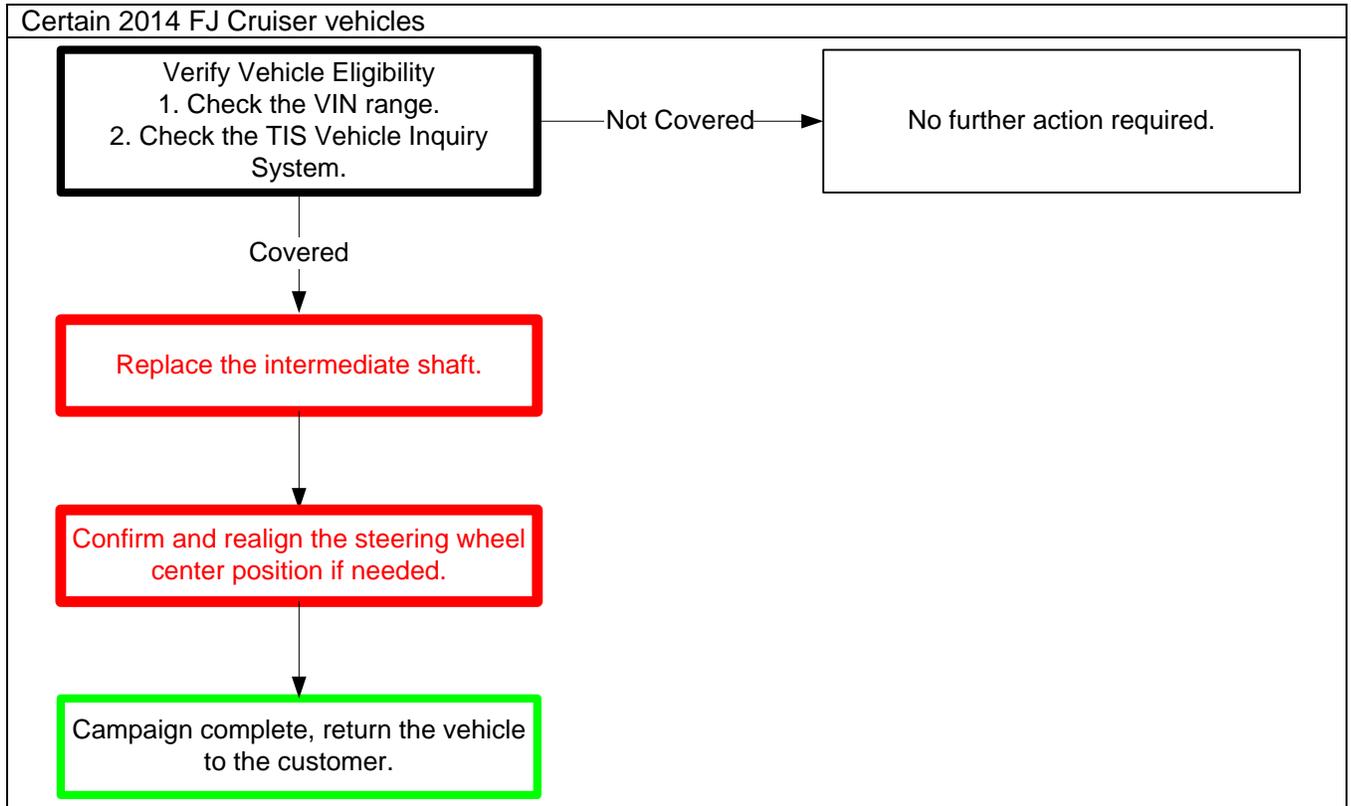
Once a representative confirms the information provided, the part will be released. If there is a concern regarding the information provided, a representative will contact your dealership.

Important Notes:

- ***Once you have placed your order DO NOT upgrade or change your order status.***
- ***Failure to provide the above information within 48 hours will result in an order cancellation.***

| Part Number | Part Description | Quantity |
|-------------|-----------------------------------|----------|
| 45220-35190 | SHAFT ASSY, STEERING INTERMEDIATE | 1 |

7. Warranty Reimbursement Procedure



| Model | Op. Code | Description | Flat Rate Hour |
|------------|----------|---|------------------|
| FJ Cruiser | BGG04A | Replace the steering intermediate shaft assembly | 0.9 hour/vehicle |
| | BGG04B | Replace the steering intermediate shaft assembly and adjust toe | 1.5 hour/vehicle |

- The flat rate time includes 0.1 hour for administrative cost per unit for the dealership.

Note: Warranty claim filing will be available starting Wednesday, March 4, 2015.

8. 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.

9. 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.)

10. **Customer Contacts**

A FAQ is attached to help respond to 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 to 4:00 pm Pacific Time.

Please note the attached FAQ is published on the 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 F0E - Remedy Notice
Certain 2014 Model Year FJ Cruiser Vehicles
Steering Intermediate Shaft

Customer Frequently Asked Questions

Published Early March, 2015

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: In early March, 2015, Toyota will send an owner notification by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will replace the intermediate shaft at **No Charge** to the vehicle's owner.

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 performed?

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: How does Toyota obtain my mailing information?

A5: 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.

Q6: Do I need my owner letter to have the remedy performed?

A6: 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 the owner letter at the time of your service appointment.

Q7: What if I have additional questions or concerns?

A7: 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.

**Certain 2014 FJ Cruiser Vehicles
Steering Intermediate Shaft
IMPORTANT SAFETY RECALL**
This notice applies to your vehicle: [VIN]

URGENT SAFETY RECALL

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

Dear Toyota Owner:

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 2014 FJ Cruiser 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 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.

What will Toyota do?

Any authorized Toyota dealer will replace the intermediate shaft 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.

Replacing the intermediate shaft will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

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.

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

What if you have other questions?

- ***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the repair.***
- You can find additional information and locate a Toyota dealer in your area by going online and visiting www.toyota.com/recall.
- 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 to 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 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.

Thank you for driving a Toyota.

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