

Austin Fadel / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
May 18, 2015
Approved By: Tom Trisdale

To: All Toyota Dealers
From: Product Support Division

Safety Recall F0J – *Remedy Notice*
Various Models
Electric Power Steering (EPS) Electronic Control Unit (ECU)

***** Important Parts Information *****

Due to limited availability, you could experience a delay receiving an EPS ECU part for Safety Recall F0J. Additional inventory of most parts is expected to arrive at Parts Distribution Centers (PDC) in the coming weeks.

Please note:

- **Parts are only needed if the vehicle fails the inspection**

- Rental is available if parts are delayed due to back order

- If the EPS ECU in a customer's vehicle was determined to be affected and parts are not available due to back order, a rental vehicle through the Toyota Rent-A-CAR (TRAC) can be claimed for a maximum of 4 days at \$35.00 per day. Rental greater than 4 days or \$35.00 per day requires DSPM authorization.

Part with the lowest inventory and/or highest demand:

Model	Grade	Power Steering Computer Assy.	Order Process	Part Status (as of 5-18-15)
RAV4	-	89650-0R030	MAC	High demand and extremely low inventory. Additional parts are expected to arrive at PDCs early the week of May 25.
Camry (V6 only)	XSE	89650-06370		High demand and extremely low inventory. Additional parts are expected to arrive at PDCs late the week of May 18.

New Vehicles in Dealership Inventory – Toyota can identify dealers with vehicles that FAILED the Preliminary Inspection and will automatically ship the correct EPS ECU part to each dealer. Parts for these vehicles were shipped to your dealership between Friday, May 8, and Friday, May 15. These parts were released in order based on the preliminary inspection date and parts inventory.

Customer and Used Vehicles – Parts for customer and used vehicles are on Manual Allocation Control (MAC) and being released consistent with parts availability and in the order they were received. PQSS MAC@toyota.com is experiencing a high volume of MAC request emails and is working hard to release parts and respond as quickly as possible. Thank you for your understanding and we apologize for any inconvenience.

Thank you for your cooperation.