

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

Subject: Safety Recall F0K – **Remedy Notice**  
Certain 2015 Model Year Scion tC  
Rear Suspension Arm

**On April 15, 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 2015 Model Year Scion tC vehicles.**

## **Condition**

Scion offers an accessory coil spring as part of an optional package that is installed at vehicle processing facilities prior to sale to dealers. For the accessory installation, the rear suspension arm bolts and nuts on the subject vehicles are removed and then re-installed. There is a possibility that the rear suspension arm bolts and nuts on some vehicles could have been tightened improperly at two of the facilities at which the accessory coil springs are installed. In this condition, the bolts could become loose during vehicle operation. Under some circumstances the suspension arm could eventually detach, increasing the risk of a crash.

## **Remedy**

Toyota dealers will replace the rear suspension arms and rear suspension member sub assembly 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 late May, 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 114 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.

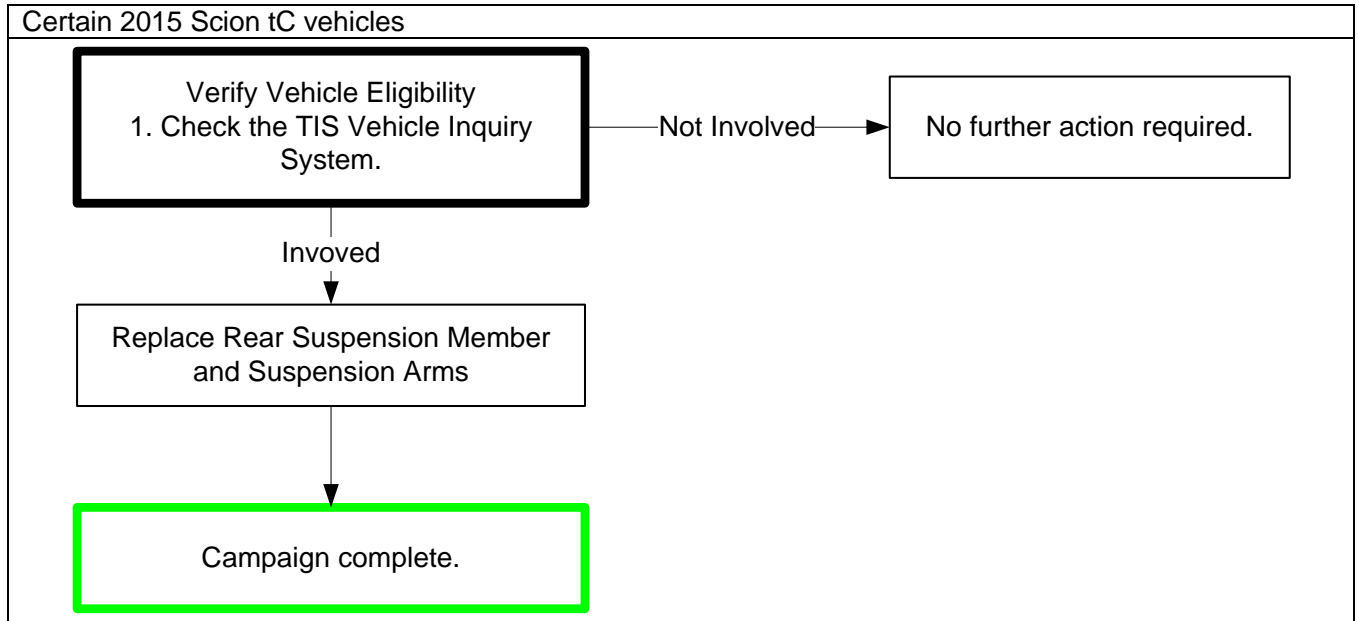
Conduct all applicable, non-completed Safety Recall and Service Campaigns on the vehicle during the time of appointment.

#### 6. **Parts Ordering**

Orders for the parts can be placed through the dealership's facing PDC. Please note that the vast majority of vehicles are in the Gulf States Toyota private distributorship and Puerto Rico. Please confirm the recall applicability prior to ordering the parts.

<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
51206-12161	Rear Sub-Frame	1
48740-75010	Rear Suspension Arm No. 2 Left	1
48730-75010	Rear Suspension Arm No. 2 Right	1
90119-12393	Bolt with Washer	6
90178-12009	Flange Nut	6
48830-12070	Rear Stabilizer Link	2
48817-12020	Stabilizer Cushion	2
48817-12030	Stabilizer Cushion	2
94184-61001	Lock Nut	2
90179-12027	Nut	2
17451-22060	Exhaust Pipe Gasket	1
90917-06045	Center Exhaust Pipe Gasket	1

**7. Warranty Reimbursement Procedure**



Model	Op. Code	Description	Flat Rate Hour
Scion tC	BGG21A	Replace the rear suspension member sub-assembly and both rear suspension No. 2 arm assemblies.	10.5 hour/vehicle

- The flat rate time includes 0.1 hour for administrative cost per unit for the dealership.
- A customer rental vehicle through the Toyota Rent-A-Car (TRAC) can be claimed under Op. Code BGG21A for a maximum of 2 days as sublet type “RT” due to the length of the repair time. Follow the Toyota Transportation Assistance Program (TTAP) guidelines.

**Note: Warranty claim filing will be available starting Friday, May 22, 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 Scion Customer Experience Center. The Scion Customer Experience Center can be reached at 1-866-707-2466 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](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.

## Customer Frequently Asked Questions

Published late May, 2015

**Q1: What is the condition?**

A1: Scion offers an accessory coil spring as part of an optional package that is installed at vehicle processing facilities prior to sale to dealers. For the accessory installation, the rear suspension arm bolts and nuts on the subject vehicles are removed and then re-installed. There is a possibility that the rear suspension arm bolts and nuts on some vehicles could have been tightened improperly at two of the facilities at which the accessory coil springs are installed. In this condition, the bolts could become loose during vehicle operation. Under some circumstances the suspension arm could eventually detach, increasing the risk of a crash.

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

A2: In late May, 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 rear suspension arms and rear suspension member sub assembly at **No Charge** to the vehicle's owner.

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

A2a: Scion 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: No, you do not need an owner letter to have this Safety Recall completed. However, to assist the dealer in confirming vehicle eligibility, we request that you present the owner notification at the time of your service appointment.

**Q3: Are there any symptoms or indicators of this condition?**

A3: If the rear suspension arm bolt(s) becomes loose, an abnormal rattling noise may be heard from the rear of the vehicle. If this occurs, please have the vehicle towed to the dealership immediately 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 involved in this Safety Recall?**

A4: There are 114 vehicles covered by this Safety Recall.

Model	Model Year	Production Period	UIO
Scion tC	Certain 2015	Early December 2014 through Late January 2015	114

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

A4a: No, there are no other Lexus, Scion, or Toyota vehicles involved in this Safety Recall.

**Q5: What if I have additional questions or concerns?**

A5: If you have additional questions or concerns, please contact the Scion Customer Experience Center at 1-866-707-2466 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am to 4:00 pm Pacific Time.

Certain 2015 Model Year Scion tC  
Rear Suspension Arm  
**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.

[VIN]

Dear Scion Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 Scion tC 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?**

Scion offers an accessory coil spring as part of an optional package that is installed at vehicle processing facilities prior to sale to dealers. For the accessory installation, the rear suspension arm bolts and nuts on the subject vehicles are removed and then re-installed. There is a possibility that the rear suspension arm bolts and nuts on some vehicles could have been tightened improperly at two of the facilities at which the accessory coil springs are installed. In this condition, the bolts could become loose during vehicle operation. Under some circumstances the suspension arm could eventually detach, increasing the risk of a crash.

**What will Toyota do?**

Any authorized Toyota dealer will replace the rear suspension arms and rear suspension member sub assembly 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.**

The repair will take approximately 11 hours. However, depending on the dealer's work schedule, it may be necessary to make your 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](http://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](http://www.toyota.com/recall).
- If you require further assistance, you may contact the Scion Customer Experience Center at 1-866-707-2466 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 Scion.

Sincerely,

Toyota Motor Sales, U.S.A., Inc.