

April 15, 2015

DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Corporation [“TMC”]
1, Toyota-cho, Toyota-shi, Aichi 471-8571, Japan

Affiliated U.S. Sales Company

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

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/ Scion tC	2015	TMC	JF5C7	FJ004949 – FJ007434	December 3, 2014 through January 30, 2015

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 and Lexus vehicles sold in the U.S. are affected.

3. Total Number of Vehicles Potentially Involved:

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

Unknown

5. Description of Problem:

Toyota 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 rear suspension arm could eventually detach, increasing the risk of a crash.

6. Chronology of Principal Events:

Mid-March – early April 2015

The Release Series is a limited edition, accessory and paint options package. Accessory coil springs are installed as part of the Scion tC Release Series 9 package. For the accessory installation, the rear suspension arm bolts and nuts on the subject vehicles are removed and then re-installed. During a torque audit at the Gulf States Toyota (GST) port facility, the rear suspension arm bolt torques were found to be under the target specification on a Scion tC Release Series 9 model.

Toyota began an investigation of this out-of-specification condition, and initiated a containment of Scion Release Series 9 models. Other Scion tC Release Series 9 models contained at the GST port facility were audited for torque. The average torque measured on the rear suspension arm bolts for these vehicles was below the minimum target specification.

Toyota reviewed and verified the accessory coil spring installation instructions. The installation instructions specify that the bolt head be torqued and not the flange nut. The flange nut has lock tabs on the flange face of the nut. Because of the lock tabs, if the flange nut is tightened, target torque can be reached on the flange nut while the torque on the bolt head side is below the target.

Toyota was able to re-create the out-of-specification condition on a test car by intentionally using the incorrect installation process of torquing the flange nut. Toyota determined that some team members at the GST and Puerto Rico facilities were not following the standardized work instructions for installing the rear suspension arm bolts. Toyota confirmed that the correct installation process was followed at all other facilities.

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Based on the above investigation, Toyota decided to conduct a voluntary safety recall campaign on the subject vehicles.

As of April 8, 2015, Toyota is not aware of any accidents or injuries caused by this condition, and no Toyota field reports or warranty claims have been received.

7. Description of Corrective Repair Action:

All known owners of the subject vehicles will be notified by first class mail to return their vehicles to a Toyota dealer to replace the bolts, nuts, rear suspension arms and rear suspension member sub assembly.

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 begin early-June 2015. 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 April 15, 2015. Copies of dealer communications will be submitted as they are issued.