

# TOYOTA

## ◀ IMPORTANT UPDATE ▶

### PRODUCT SUPPORT DIVISION

*The attached Dealer Letter has been updated. Refer to the details below.*

DATE	TOPIC
12/14/2016	<ul style="list-style-type: none"><li>• Rental coverage section has been added.</li><li>• The Technician Training Requirements section has been updated.</li></ul>
11/03/2016	<ul style="list-style-type: none"><li>• Updated Parts and Special Service Tool (SST) sections.</li><li>• The Technician Training Requirements section has been updated.</li></ul>
9/09/2016	<ul style="list-style-type: none"><li>• Op Codes have been added for claim submission.</li><li>• CEC (Customer Experience Center) times have been updated to reflect recent time zone change.</li></ul>

*The most recent update in the attached Dealer Letter will be highlighted with a **red box**.*

Please review this notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.



Toyota Motor Sales, USA, Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(310) 468-4000

Published August 11, 2016

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

Subject: Safety Recall G0V – **Remedy Notice**  
Certain 2006 to 2011 RAV4 Vehicles  
Rear Lower Suspension Arm (No. 1) Assemblies

On August 10<sup>th</sup>, Toyota filed an amended Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to change the remedy on certain 2006 to 2011 model year RAV4 vehicles.

### **Background**

Safety Recall G0V applies to a specific population of 2006-2011 model year RAV4 vehicles involved in Toyota's previous recall related to the Rear Lower Suspension Arm No. 1. The previous recall included the inspection of the suspension arm assemblies for corrosion and, if necessary, replacement of the suspension arm assemblies on the subject vehicles. In some cases, corroded arms may not have been identified and replaced. Moving forward, any vehicle that has not already had both rear lower suspension arms replaced under the previous recall remedy are now included in this new Safety Recall. Customers with these vehicles will be asked to return to the dealership for the revised remedy procedure. This remedy will be performed at **NO CHARGE** to the customer.

### **Condition**

In the earlier action, if the nuts for adjusting rear wheel alignment were improperly tightened when an alignment was performed, rust could form on suspension arm threads. If this occurs, and if the condition is not identified and remedied during servicing or repair under the existing remedy procedure, the threads can wear over time, causing the arm to separate, which could result in a loss of vehicle control.

### **Remedy**

The remedy will involve the replacement of **BOTH** suspension arms, perform alignment, and encase them in epoxy. An alignment will be performed, as well, and warning labels will be applied.

### **Covered Vehicles**

There are approximately 329,000 2006-2011 RAV4 vehicles covered by this Safety Recall. There are approximately 9,400 vehicles covered by this Safety Recall that were distributed to Puerto Rico.

Model Name	Model Year	Production Period
RAV4	2006-2011	October 2005 – September 2010

### **Owner Letter Mailing Date**

Toyota will notify owners in September of 2016.

*Toyota makes significant effort to obtain current customer name and address information from each state through industry resources when mailing owner letters. In the event your dealership receives a notice for a vehicle that was sold prior to the Safety Recall, 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 you are contacted by an owner who has not yet received a notification, please **verify eligibility by confirming through TIS prior to performing repairs**. Dealers should perform the repair as outlined in the Technical Instructions found on TIS.

**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 defect has been remedied.

Also, as a reminder, Toyota Certified Used Vehicle (TCUV) policy prohibits the certification of any vehicle with an outstanding Special Service Campaign or Safety Recall. Thus, no affected units should be sold or delivered as a TCUV until the Safety Recall has been completed on that vehicle.

**Toyota Rent-A-Car (TRAC) & Service Loaners**

Toyota requests that dealers remove all TRAC and Service Loaner vehicles from service that are covered by a Safety Recall unless the defect has been remedied.

**Loaner Vehicle Reimbursement Procedure**

If parts are not available, the customer may be offered a rental vehicle. Rental reimbursement instructions will be provided as soon as it becomes available.

The loaner vehicle or alternative transportation through Toyota Rent-A-CAR (TRAC) can be claimed for \$35 per day. Per day expense exceeding \$35 requires DSPM authorization. For additional information, reference the Toyota Transportation Assistance Program (TTAP) guidelines.

**Technician Training Requirements**

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials" and must also successfully complete E-Learning course SC13C. To ensure that all vehicles have the repair performed correctly, technicians performing this repair are required to meet training requirements described below.

The training requirements that were in effect at the initial launch of G0V in August, 2016 will remain applicable until December 18, 2016. In November 2016 a new eLearning Module SCG0V will be available, an announcement will be sent informing technicians when this course is available. Starting on December 19, 2016 the training requirements will be updated and all technicians performing G0V **MUST** meet the updated training requirements.

**Initial Training Requirements**

All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials" and SC13C Safety Recall CSJ Rear Lower Suspension Arm No.1 E-Learning Module. 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:

- Expert Technician (Chassis)
- Master
- Master Diagnostic Technicians

If you have questions regarding training, contact your regional representative.

**Updated Training Requirements – In effect starting 1/20/2017**

All dealership technicians performing this repair are required to successfully complete the most current version of the E-Learning course "Safety Recall and Service Campaign Essentials". To ensure that all vehicles have the repair performed correctly, technicians performing this repair **must successfully complete elearning SCG0V AND** have received the hands on training SCG0VH conducted by the region. In addition, technicians are required to currently hold at least one of the following certification levels:

- Expert Technician (Chassis)
- Master Technician
- Master Diagnostic Technician

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

Always check which technicians can perform the recall remedy by logging on to <https://www.uotdealerreports.com>. It is the dealership's responsibility to select technicians with the above certification level or greater to perform this 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.

**Remedy Procedures**

Please refer to TIS for Technical Instructions on repair. Conduct all non-completed Safety Recalls and Service Campaigns on the vehicle during the time of appointment.

**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.

**Parts Ordering Process - Non SET and GST Parts Ordering Process**

Due to potentially limited availability, the parts may have been placed on either Manual Allocation Control (MAC) or Dealer Ordering Solutions (DOS). As the parts inventory changes, the ordering process may change. Please check the Toyota Special Activities MAC/DOS report on Dealer Daily for the most up-to-date parts ordering information.

As always, if a customer experiences the condition described, dealers should conduct appropriate diagnosis and order the applicable parts.

All Safety Recall, Service Campaign (SSC/LSC) parts are eligible for the Monthly Parts Return Program. Please refer to PANT Bulletin 2011-087 for campaign parts that are currently returnable under the Monthly Parts Return Program and for additional details.

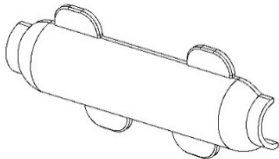
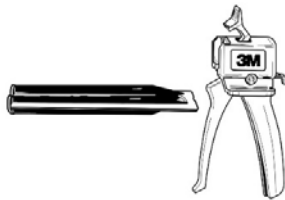

Part Number	Part Description	Quantity
90119-A0328	Bolt (Suspension Arm to Rear Sub-Frame)	2 per vehicle
90080-17221	Nut	2 per vehicle

The parts above and below should be replaced on all vehicles when performing the repair.


04002-22142	Rear Suspension Arm No.1 Kit*	2 per vehicle
*The Kit above includes the following parts:		
48710-0R010	Rear Lower Suspension Arm No. 1	1
90179-12027	Nut	1

**Campaign Special Service Tools (SST)**

The SSTs below are required for this Safety Recall, but were previously sent to your dealership at the launch of the CSJ Safety Recall (August 2013).

Name	Sample Image	Qty.
Epoxy Mold		4 halves / 2 completed molds
Epoxy Applicator		1
22mm Crowfoot		1

The SST below was provided to your dealership in November 2016. This tool is being introduced to assist technicians when performing the repair.

Name	Sample Image	Qty.
Rear Control Arm Torque Fixture		1

**Material Ordering Information**

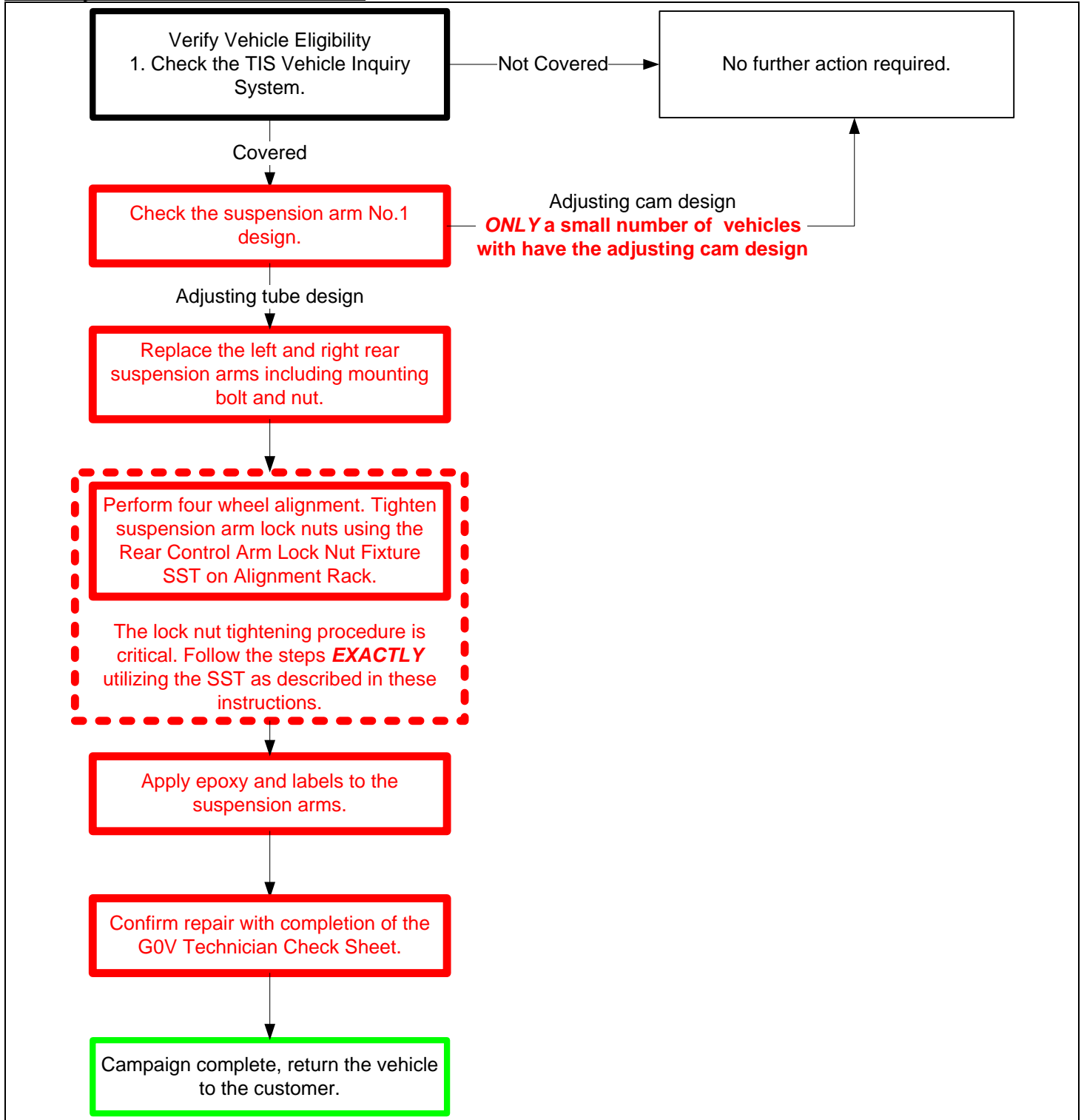
The epoxy kit required for each vehicle can be ordered through the Toyota Complete Maintenance Care (TCMC) and will be drop shipped from AMREP.

Epoxy Kit Part Number	Chemical Name	Qty/Unit
00289-SW1KT-DS	Epoxy Kit	1 Kit Per Vehicle
<p style="text-align: center;">*The kit above includes the following components:                      50mL Tube of Epoxy = Quantity 1                      Epoxy Mixing Tube = Quantity 1                      Safety Recall Caution Labels = Quantity 2</p>		

The required Mold Release Spray can be ordered through the Toyota Complete Maintenance Care (TCMC) and will be drop shipped from AMREP. Ordering of this product is limited to regions where the remedy has been announced.

Epoxy Kit Part Number	Chemical Name	Qty/Unit
00289-HKLMR-DS	Mold Release Spray	1 Can Per 100 Vehicles
<p><b>Note:</b> When ordering a quantity of 1, your dealership will be shipped 1 can of Mold Release Spray.</p>		

**Warranty Reimbursement Procedure**



Op. Code	Description	Flat Rate Hour
CGG58A	Replace Both Arms, Perform Alignment, Apply Epoxy and Warning Labels	2.7 hrs/veh

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.
- The flat rate time for alignment is included in opcode CGG58A.
- The cost of the epoxy kit can be claimed by part number under opcode CGG58A.
- The cost of the mold release spray can be claimed under opcode CGG58A as sublet type "ZZ" at a maximum rate of \$0.25 per vehicle.

**In the limited cases where the Rear Suspension Arm No.1 is of the adjustment cam design type, the following operation code should be used.**

Op. Code	Description	Flat Rate Hour
CGG58B	Suspension Arm is Adjustment Cam Type	0.2 hrs/vehicle

- The flat rate times include 0.1 hours for administrative cost per unit for the dealership.

**Customer Reimbursement**

Reimbursement consideration instructions will be included in the Owner Letter.

**Media Contacts**

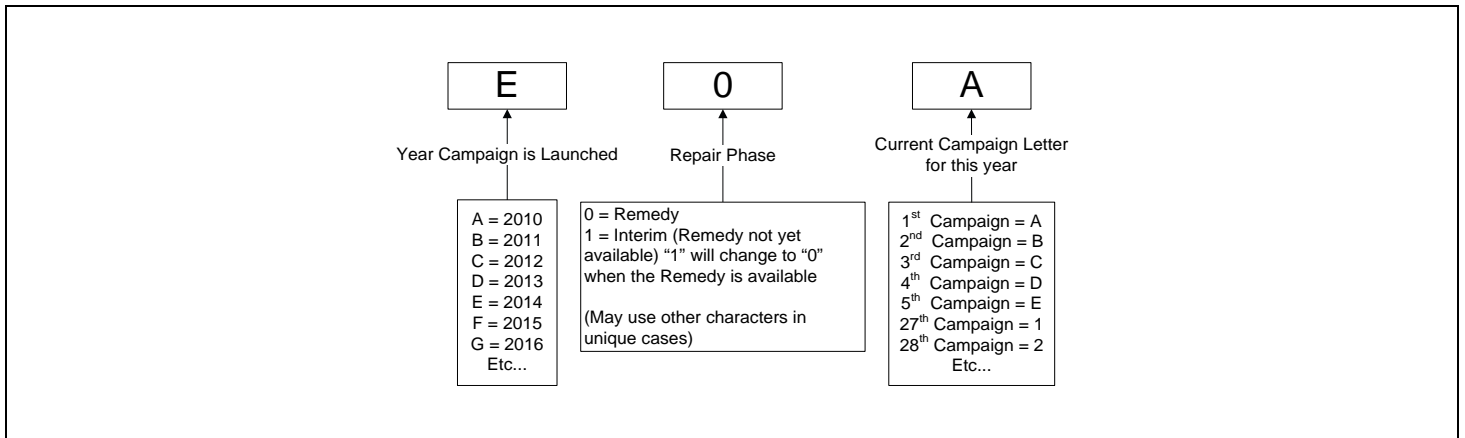
If you are a dealership associate and have any questions, please contact your District Service/Parts Manager. In the event you are contacted by the News media, it is imperative that all media contacts (local and national) receive a consistent message. In this regard, all media contacts must be directed to Victor Vanov (469) 292-1318 in Toyota Corporate Communications. Please do not provide this number to customers.

**Customer Contacts**

Customers who receive the owner letter may contact your dealership with questions regarding the letter and/or the Safety Recall. Please welcome them to your dealership and answer any questions that they may have. A Q & A is provided to assure a consistent message is communicated.

Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

**Campaign Designation Decoder**



**Examples:**

- A0D = Launched in 2010, Remedy Phase, 4<sup>th</sup> Campaign Launched in 2010
- C1B = Launched in 2012, Interim Phase, 2<sup>nd</sup> Campaign Launched in 2012
- E0A = Launched in 2014, Remedy Phase, 1<sup>st</sup> Campaign Launched in 2013

***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 G0V – *Remedy Notice***  
**Certain 2006 to 2011 RAV4 Vehicles**  
**Rear Lower Suspension Arm (No. 1) Assemblies**

**Frequently Asked Questions**  
**Updated September 9, 2016**

**Background**

Safety Recall G0V applies to a specific population of 2006-2011 model year RAV4 vehicles involved in Toyota's previous recall related to the Rear Lower Suspension Arm No. 1. The previous recall included the inspection of the suspension arm assemblies for corrosion and, if necessary, replacement of the suspension arm assemblies on the subject vehicles. In some cases, corroded arms may not have been identified and replaced. Moving forward, any vehicle that has not already had both rear lower suspension arms replaced under the previous recall remedy are now included in this new Safety Recall. Customers with these vehicles will be asked to return to the dealership for the revised remedy procedure. This remedy will be performed at **NO CHARGE** to the customer.

**Q1: *What is the condition?***

A1: In the earlier action, if the nuts for adjusting rear wheel alignment were improperly tightened when an alignment was performed, rust could form on suspension arm threads. If this occurs, and if the condition is not identified and remedied during servicing or repair under the existing remedy procedure, the threads can wear over time, causing the arm to separate, which could result in a loss of vehicle control.

**Q2: *Why is Safety Recall G0V superseding the previous Safety Recall?***

A2: Toyota received reports indicating that some vehicles experienced symptoms of the recalled condition after being inspected or repaired under the previous Safety Recall.

**Q2a: *Why were both suspension arms not replaced in the previous repairs?***

A2a: The previous campaign involved an inspection to determine if arms exhibited signs of corrosion or other damage. Arms judged to be serviceable were not replaced.

**Q3: *What is Toyota going to do?***

A3: Toyota will send an owner notification for Safety Recall G0V by first class mail in September of 2016 advising customers to return to the dealership for the revised remedy procedure. The revised remedy will be performed at **NO CHARGE** to the customer.

**Q4: *What is the revised remedy procedure?***

A4: Toyota dealers will be requested to replace BOTH the rear lower suspension arms using the newly developed procedure. After the replacement, the rear suspension alignment will be set and the arms will be sealed with an epoxy. Labels will also be applied stating the arm is no longer adjustable.

**Q4a: *What is the purpose of the epoxy?***

A4a: The epoxy is being applied to make the arm non-adjustable and prevent future improper servicing. The epoxy will also seal the arm, preventing water from entering and causing the formation of rust.

**Q4b: *How will I have my alignment adjusted in the future?***

A4b: During the revised remedy repair Toyota will set the rear alignment of your vehicle to the proper specification. Future vehicle alignment adjustment and steering wheel centering will be performed using the front wheel adjustments only. This is similar to many other vehicles. If the rear wheel alignment shifts out of specification, rear suspension arms or other components may need to be replaced.



**Q5: Are there any warnings that this condition exists?**

A5: Yes, if a Rear Lower Suspension Arm No. 1 becomes loose, the driver may notice an abnormal noise from the rear of the vehicle and unstable steering feeling.

**Q5a: What should I do if I hear an abnormal noise from the rear of the vehicle or experience unstable steering feel?**

A5a: If you hear an abnormal noise from the rear of the vehicle or have an unstable steering feel, you should contact any authorized Toyota dealer for diagnosis, and if applicable, repair. If the condition is related to this Safety Recall the repair will be performed at **NO CHARGE** to you.

**Q6: Which and how many vehicles are covered by this Safety Recall?**

A6: There are approximately 329,000 Toyota RAV4 vehicles covered by this Safety Recall in the United States.

Model Name	Model Year	Production Period
RAV4	2006-2011	October 2005 – September 2010

**Q6a: Are there any other Toyota or Lexus vehicles covered by this Safety Recall in the U.S.?**

A6a: Yes. There are approximately 8,400 2010 Model Year Lexus HS250h vehicles covered by this Safety Recall.

**Q7: What should I do when I receive an owner letter?**

A7: Please contact your local authorized Toyota dealer and make an appointment to have the revised repair procedure applied to the Rear Lower Suspension Arm No. 1 Assemblies of your vehicle.

**Q8: How long will the repair take?**

A8: The repair takes approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q9: What if I previously paid for repairs related to this Safety Recall?**

A9: Reimbursement consideration instructions will be provided in the owner letter.

**Q10: How does Toyota obtain my mailing information?**

A10: 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.

**Q11: What if I have additional questions or concerns?**

A11: Customers with additional questions or concerns are asked to please contact the Toyota Customer Experience Center (1-888-270-9371) - Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central Time.

**Certain 2006 to 2011 Model Year RAV4  
Rear Lower Suspension Arm (No. 1) Assemblies  
IMPORTANT SAFETY RECALL (Remedy Notice)**

This notice applies to your vehicle: [VIN]  
NHTSA Recall No. 16V-596

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

Dear Toyota Customer:

This notice is 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 2006 to 2011 Model Year RAV4 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 background?**

This Safety Recall applies to a specific population of 2006-2011 model year RAV4 vehicles involved in Toyota's previous recall related to the Rear Lower Suspension Arm No. 1. The previous recall included the inspection of the suspension arm assemblies for corrosion and, if necessary, replacement of the suspension arm assemblies on the subject vehicles. In some cases, corroded arms may not have been identified and replaced. Moving forward, any vehicle that has not already had both rear lower suspension arms replaced under the previous recall remedy are now included in this new Safety Recall. This includes vehicles not previously returned to a dealer for inspection.

**What is the condition?**

In the subject vehicles, if the nuts for adjusting rear wheel alignment were improperly tightened when an alignment was performed, rust could form on suspension arm threads. If this occurs, and if the condition is not identified and remedied during servicing or repair under the existing remedy procedure, the threads can wear over time, causing the arm to separate, which could result in a loss of vehicle control, increasing the risk of a crash.

**What will Toyota do?**

Any authorized Toyota dealer will replace both suspension arms, perform an alignment, and encase the suspension arms in epoxy 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.**

Until then, if you hear an abnormal noise from the rear of the vehicle or have an unstable steering feel, you should contact any authorized Toyota dealer immediately. If the condition is related to this Safety Recall, the repair will be performed at **NO CHARGE** to you.

The remedy will take approximately 3 hours. However, depending on the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**What if you have previously paid for repairs to your vehicle for this specific condition?**

If you have previously paid for repair to your vehicle for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment and ownership information to the following address for reimbursement consideration:

Toyota Customer Experience Center - TSR  
Toyota Motor Sales, USA, Inc.  
c/o Toyota Motor North America, Inc.  
P O Box 259001 – SSC/CSP Reimbursements  
Plano, Texas 75025-9001

**What if you have other questions?**

- ***Your local Toyota dealer will be more than happy to answer any of your questions.***
- If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 7:00 am to 7:00 pm, Saturday 7:00 am to 4:30 pm Central 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 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.

***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.

SAMPLE