

May 25, 2016

DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Manufacturing France S.A.S [“TMMF”]
Parc d’Activités de la Vallée de l’Escaut-sud BP16
59264 Onnaing FRANCE

Affiliated U.S. Sales Company:

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

Manufacturer of the Strut Mounting Bearing:

SKF France
34 Avenue des 3 Peuples, Montigny le Bretonneux, 78 180
Telephone: +33 1 30127361

Country of Origin: France

2. Identification of Involved Vehicles and Affected Components:

Based on production records, we have determined the involved vehicle population as in the table below.

Make/Car Line	Model Year	Manufacturer	Production Period
Toyota / Yaris	2015	TMMF	January 13, 2015 through February 27, 2015

Part Number	Part Name	Component Description
48619-0D031	Bearing, Strut Mounting	Front suspension shock absorber mounting bearing

- (1) Although the involved vehicles are within the above Production Period range, not all vehicles in this range were sold in the U.S.
- (2) No other Toyota or Lexus vehicles sold in the U.S. use the affected strut mounting bearing as the subject vehicles.

3. Total Number of Vehicles Potentially Involved:

3,106

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

Unknown

5. Description of Problem:

The subject vehicles are equipped with front shock absorbers (struts), which are mounted to the vehicle through strut mounting bearings and front suspension support assemblies. There is a possibility that a strut mounting bearing component could be damaged when a high load is applied to the strut, such as when the vehicle is driven over a large bump. If this occurs, the driver may experience an abnormal noise when driving on uneven roads or when turning the steering wheel. If the vehicle continues to be operated, the upper side of the strut rod could separate, causing a loss of vehicle stability, which could increase the risk of a crash.

6. Chronology of Principal Events:

Mid-October 2015 – Mid-February 2016

Toyota received a field report from the European market indicating an abnormal noise from the right front of the vehicle and abnormal wear on the front suspension strut rod. The strut and strut mounting bearing were returned and investigated. It was found that the upper ring of the strut mounting bearing was damaged, allowing the strut to move relative to the bearing, causing an abnormal noise and wear of the strut rod.

The assembly process of the front suspension components at the vehicle assembly plant was reviewed, and no issue was found. The design history was also reviewed. A steel cap strut mounting bearing had been changed to one with a cap made of a resin material in January 2015; a shape change of the upper ring also occurred at that time. In February 2015, the previously-used steel cap version was again used in production in place of the resin one. The field report from Europe related to a vehicle with a resin cap strut mounting bearing.

Mid-February 2016 – Mid-May 2016

Toyota received information from a dealer in the U.S. market indicating a “thump” noise from the right front area of a vehicle and separation of the strut mounting bearing. The vehicle contained strut mounting bearing with a resin cap. Toyota theorized that an excessive load could have been applied to the strut mounting bearing through the strut rod when the vehicle was driven at high speed on a very rough road or over large speed bump causing the upper ring to be damaged.

Toyota conducted a speed bump test using a bearing with a resin cap. The upper ring was damaged, a result not observed in the same test using the prototype bearing during the development stage. Toyota then investigated the upper ring design of the resin cap bearing and identified a shape difference between the prototype and mass production upper ring, which made the mass production ring more susceptible to damage when a high load is applied to the bearing. The supplier reviewed the production history and confirmed that the stamping setting of the upper ring changed between the prototype stage and mass production.

The potential effect of continuing to operate a vehicle equipped with a resin cap bearing with a damaged upper ring was also evaluated. Toyota confirmed that a damaged upper ring of the strut mounting bearing could cause the strut rod to wear and eventually separate, and vehicle stability could be affected.

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

As of May 17, based on a diligent review of records, Toyota’s best engineering judgment is that there are no Toyota Field Technical Reports, a warranty claim linked to the dealer information described above, and nine unverified warranty claims that have been received from U.S. sources that relate to, or may relate to, this condition and which were considered in the decision to submit this Report.

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. The dealer will replace the strut mounting bearings with improved ones. If a strut mounting bearing is found to be damaged, the dealer will replace the strut and front suspension support sub-assembly with a new one.

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 of the affected vehicles will occur by July 24, 2016. A copy of the draft owner notification letter will be submitted as soon as available.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers were sent on May 24, 2016. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer's Campaign Number:

G0S