

Toyota Motor North America, Inc.

Vehicle Safety & Compliance
Liaison Office
Mail Stop: W4-2D
6565 Headquarters Drive
Plano, TX 75024

October 1, 2025

DEFECT INFORMATION REPORT

1. Vehicle Manufacturer Name:

Toyota Motor Manufacturing, Baja California, Inc. ["TMMBC"]
Carretera Libre Tijuana Tecate 33143 El Realito, 22550 Tijuana, B.C., México

Toyota Motor Manufacturing Guanajuato ["TMMGT"]
México 45D, 38195 San Pedro Tenango, Gto., México

Affiliated U.S. Sales Company:

Toyota Motor North America, Inc. ["TMNA"]
6565 Headquarters Drive, Plano, TX 75024

Supplier of Front Drive Shaft Assembly:

GKN Driveline
Villagran Carr. Alterna Celaya- Villagran Km11
Col. El Pintor Villagran, Guanajuato CP 38620
Phone: +52-411-160-3150

Country of Origin: Mexico

2. Identification of Involved Vehicles and Affected Components:

Based on production records, we have determined the involved vehicle population to be the vehicles listed in the table below.

Make/Car Line	Model Year	Manufacturer	Production Period
Toyota / Tacoma – 4-Wheel Drive	2025	TMMBC	January 23, 2025 Through March 5, 2025
		TMMGT	
Toyota / Tacoma Hybrid – 4-Wheel Drive		TMMBC	January 23, 2025 Through March 31, 2025
		TMMGT	

Applicability	Part Number	Part Name	Component Description
MY2025 Toyota Tacoma, Tacoma Hybrid	43420-AK020	Shaft Assembly, Front Drive, LH	Front Drive Shaft Assembly
	43410-AK020	Shaft Assembly, Front Drive, RH	

- Note: (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) This recall applies to the aforementioned vehicles equipped with front drive shaft assemblies manufactured during a specific production period from a specific supplier. Other Toyota or Lexus vehicles sold in the U.S. are equipped with front drive shaft assemblies of a different design, they were manufactured with the correct ball cage material, or they are not equipped with front drive shaft assemblies.

3. Total Number of Vehicles Potentially Involved:

Tacoma : 3549
 Tacoma Hybrid : 2411
 Total : 5960

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

16% of the involved vehicles are estimated to contain the part that could be affected by the condition described in Section 5 below. Whether the issue in each case will lead to a limited steering condition or vehicle movement while parked depends on the vehicle and certain conditions described in section 5.

5. Description of Problem:

The subject vehicles are equipped with front drive shaft assemblies that include a constant-velocity joint (CV joint), which uses a ball cage in a bearing sub-assembly. A specific supplier used incorrect material during a specific production period that did not meet the specification for the ball cage. Under normal driving conditions, the ball cage could deform or break. If the ball cage deforms or breaks, a driver may experience limited steering rotation and may not be able to complete a turn as intended. If the vehicle is a full-time 4WD model and the ball cage breaks, the vehicle may also move while the transmission is in “Park” if the Electronic Parking Brake is not applied. These conditions may increase the risk of a crash.

6. Chronology of Principal Events:

February 2025 – March 2025

Toyota received a dealer report where the customer alleged hearing a loud popping noise and having reduced ability to turn the steering wheel. The dealer replaced a front drive shaft joint, but the part was not recovered.

Toyota received three additional dealer reports. Each reported that there was a popping or grinding sound, with one report indicating difficulty turning. Toyota was able to recover these parts and send them to the front drive shaft supplier for investigation.

April 2025 – May 2025

During the investigation of the recovered parts, the supplier found that the ball cage of the CV-joint in each part had been cracked. Various testing was performed. Hardness testing indicated that these parts did not meet the required hardness specification. Metallurgical testing found that the parts were not manufactured with the specified material.

Further investigation of the ball cage sub-supplier found that, during a certain tube cutting process, the incorrect tube material was used. Based on production records, the parts were fabricated with the wrong material on January 10, 2025.

June 2025 – September 2025

Based on the results of this investigation, Toyota began performing engineering analyses and performance testing to understand the potential impact these incorrectly manufactured parts could have on vehicles with different drivetrains.

The engineering analysis suggested that the driving force for the full-time four-wheel drive vehicles could be impacted and the steering could be limited by binding of the parts on both part-time and full-time four-wheel drive vehicles. Based on these assessments, Toyota began vehicle performance testing.

From the performance tests conducted, Toyota found that under normal driving conditions, the ball cage, fabricated from the incorrect material, could deform or break. Toyota also found that, if the vehicle is equipped with full-time four-wheel drive and the ball cage breaks, a driver may experience a loss of driving force from a stop. Toyota did not find this condition to be an unreasonable risk to safety.

Additional performance testing indicated that, if the ball cage is deformed or broken, a driver may experience limited steering rotation and may not be able to complete a turn as intended. Also, if the vehicle is equipped with full-time four-wheel drive and the ball cage breaks, the vehicle may also move while the transmission is in "Park" if the Electronic Parking Brake is not applied. Toyota determined that these conditions could present an unreasonable risk to safety and increase the risk of a crash.

September 25, 2025

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

As of September 25, 2025, based on a diligent review of records, Toyota's best engineering judgment is that there are five Toyota Field Technical Reports and 69 warranty claims that have been received from U.S. sources that relate or may relate to this condition in the involved vehicles, 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 to return their vehicles to a Toyota dealer. For all vehicles involved, dealers will inspect the front drive shaft assembly serial numbers and replace one or both front drive shaft assemblies if found to be from the affected production period.

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 the warranty.

8. Recall Schedule:

Notifications to owners of the affected vehicles will occur by November 30, 2025. A copy of the draft owner notification will be submitted as soon as it is available.

9. Distributor/Dealer Notification Schedule:

Notifications to distributors/dealers will be sent on October 1, 2025. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer’s Campaign Number:

[Interim / Remedy] 25TB11 / 25TA11