

# 2014 Tundra/Tacoma Quality Confirmation Inspection

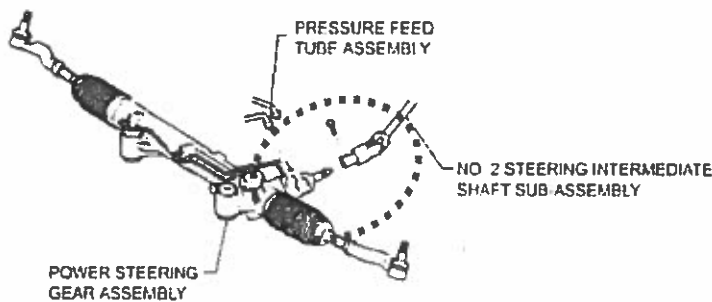
## Dealer Instructions

Content:

1. Intermediate Shaft Installation Confirmation Instructions
2. Reporting Results back to TMS
3. Claim filing instructions

### 1. Intermediate Shaft N. 2 Inspection Procedure

- Inspect to confirm the correct assembly of intermediate shaft no. 2 to steering gear assembly.



4x2 Tundra & Tacoma:

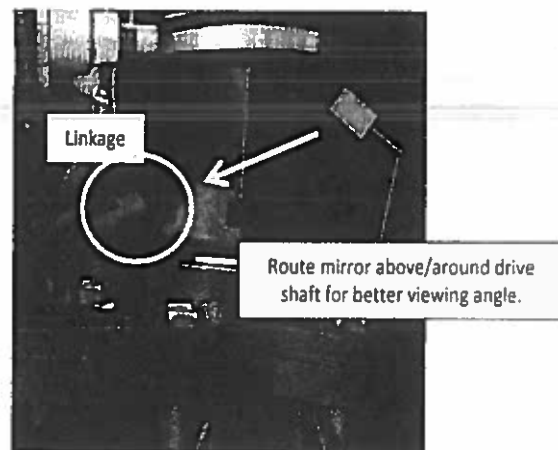
Linkage will be easily viewable without mirror.  
\*\*no 4x4 components blocking view point



4x4 Tundra & Tacoma

Route adjustable mirror around opposite side of drive shaft to view linkage condition.

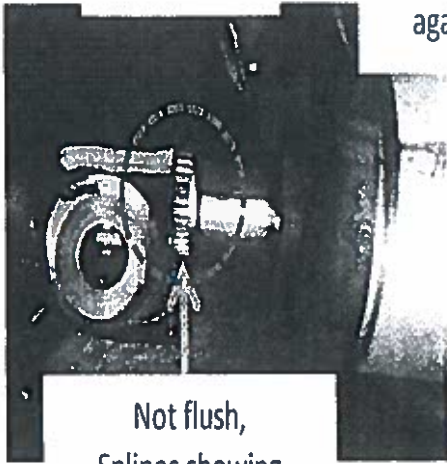
\*Shine flashlight into mirror for better visibility.



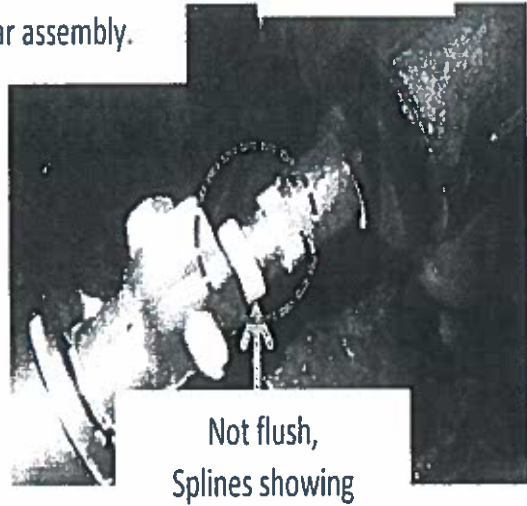
Suspect Condition:

Splines showing,  
intermediate shaft no. 2 NOT flush  
against steering gear assembly.

Tundra



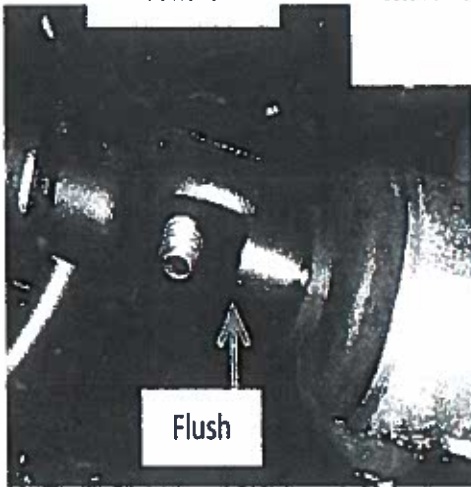
Tacoma



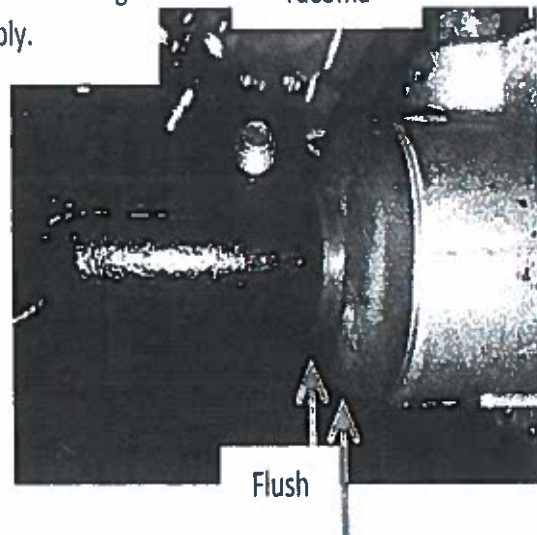
OK Condition:

No splines showing, intermediate  
shaft no. 2 flush against steering  
gear assembly.

Tundra



Tacoma



## 2. Reporting Results back to TMS

- After inspection has been completed immediately report the results back to TMS Quality Compliance department
  - **No problem is found** send an email to [Quality\\_Compliance@Toyota.com](mailto:Quality_Compliance@Toyota.com) indicating the vehicle was found to be ok. Please also include the VIN number and the date the vehicle was inspected. Return the vehicle to the customer.
  - **Suspect condition Identified**, hold vehicle and contact TMS compliance group for additional instructions. Send email to [Quality\\_Compliance@Toyota.com](mailto:Quality_Compliance@Toyota.com) and contact your region.

## 3. Claim Filing.

- For" Inspection only" Warranty claim can be filed for the following :
  - Rental (if applicable)
  - Towing (if applicable)
  - Inspection fee 0.2 hr

<b>VIN:</b>	**
<b>Model:</b>	**
<b>Year:</b>	**
<b>Repair Order No.:</b>	
<b>Claim Type:</b>	Repair Program
<b>Op Code:</b>	999123
<b>T1 Code:</b>	99
<b>T2 Code:</b>	99
<b>Labor Time:</b>	0.2 hrs
<b>Failed Part:</b>	
<b>Part Cost:</b>	
<b>Condition:</b>	JTR# 20140414TC
<b>Cause:</b>	SETR# TC1
<b>Remedy:</b>	Intermediate Shaft no. 2 Quality Confirmation Inspection
<b>Sublet Type: (Rental Car)</b>	** RT – Rental Car (Dealer to specify number of rental car days in warranty claim) If applicable
<b>Sublet Type: (other than Rental)</b>	ZZ (Towing Expense)
<b>Sublet Desc.</b>	Towing expense to return customers vehicle to dealer ship.
<b>This information is good until</b>	Until 08/01/2014



Dealer word trac

Mr. Dealer

Toyota manufacturing notified us that you have been shipped a vehicle that may have the intermediate steering shaft no. 2 out of position. To ensure your customers do not encounter any inconvenience, please hold this vehicle and inspect the position of the lower portion of the intermediate steering shaft no. 2 where it connects to the steering rack assembly and report the results back to TMS ASAP.

We will send you detailed instructions on how to inspect the vehicle for this possible concern. Please email the results of your inspection back to [Quality\\_Compliance@Toyota.com](mailto:Quality_Compliance@Toyota.com) ASAP. Include the VIN number of the vehicle and the results of your inspection.

If the vehicle was ok you may release the vehicle for sale right away.

If you find the intermediate shaft out of position, please continue to hold the vehicle and we will provide instructions on how to correct the concern prior to sale.

Thank you for your prompt attention to this request.



Customer word tract

Mr. / Ms. Xxxxxxx

As part of Toyota's quality confirmation process we have learned that your vehicle <VIN> may have an assembly concern related to the steering system.

Because of the nature of this investigation, please take your vehicle to the nearest Toyota dealer for inspection as soon as possible. If needed, because of the inconvenience to you, TMS will arrange to send a tow truck to pick up your vehicle and return it to a local dealer for inspection as part of our investigation process. We will provide a loaner vehicle for you to use until we have completed the inspection.

We will be happy to make all the arrangements with the local dealer of your choice.

We apologize for this inconvenience and want to ensure your satisfaction.

***What is the condition?***

A1: We are investigating the possibility that during the assembly process, the intermediate shaft no.2 may not have been completely engaged onto the splines of the steering gear.

***Q2: What is the Steering Intermediate Shaft?***

A2: The Steering Intermediate Shaft is a mechanical link between the steering wheel and steering gear box.

***Q4: Will the Steering Intermediate Shafts require replacement?***

A4: At this time, we are only investigating the issue through specific vehicle inspections, we do not believe any replacement should be required.

