



**Safety Recall CSJ [13V-383] – (Replacement for C0J)
2006 to Early 2011 Model Year RAV4 Vehicles
RE-INSPECTION REQUIRED for Rear Lower Suspension Arm No. 1**

The original remedy for Safety Recall C0J on 2006 to early 2011 Model Year RAV4 vehicles was launched in Mid-November, 2012. Toyota has re-notified all owners covered by Safety Recall C0J to return to the dealership for another inspection and remedy. This supplemental CSJ Campaign supersedes Safety Recall C0J. The inspection and remedy that will be completed in this supplemental campaign is different from the original inspection and remedy procedure and must be performed on all applicable vehicles regardless of the completion status of Safety Recall C0J.

Background

Safety Recall C0J involved inspecting the right and left Rear Suspension Lower Arm No. 1 (“arm”) for looseness. Based upon this inspection, it may have been necessary to replace the arm(s).

Toyota received reports from dealers indicating that some vehicles experienced symptoms of the recalled condition after being inspected or repaired. Upon investigation, it was discovered that some inspections were not adequate and portions of the repair procedure may not have been performed correctly.

Based upon this information, Toyota re-notified all owners covered by Safety Recall C0J. The notification apologized to customers and informed them that their vehicles may **not** have been inspected or repaired correctly. The letter requested the customer return to the dealership for a revised inspection and remedy procedure.

The supplemental Safety Recall CSJ was launched in several phases due to limited parts availability. Parts capacity has been significantly increased and is no longer a constraint. Please refer to the following table for the owner letter timing and current completion rate by Phase.

Phase	Model Year	Region	Initial Proposed Date	Actual Launch Date	UIO	Complete	% Completed
1	2006-2008	Boston	Late August, 2013	August 27, 2013	34,693	17,211	49.6%
2	2006-2008	New York	Late September, 2013	September 30, 2013	68,103	28,753	42.2%
3	2006-2008	Chicago	Late October, 2013	December 2, 2013	43,699	16,862	38.6%
4	2006-2008	Cincinnati	Mid-November, 2013	January 16, 2014	29,235	8,876	30.4%
5	2006-2008	CAT	Mid-December, 2013	February 5, 2014	56,519	15,618	27.6%
6	2006-2008	Remaining Regions	Mid-January, 2014	March 25, 2014	228,339	15,804	6.9%
7	2009-2011	All Regions	Mid-February, 2014	April 16, 2014	302,152	11,639	3.9%
OVERALL					762,740	114,763	15.05%