

Toyota Motor North America, Inc.

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

December 23, 2021

DEFECT INFORMATION REPORT (EQUIPMENT)

1. Component Controlling Corporation:

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

Component Manufacturer:

JTEKT North America Corporation
7 Research Drive
Greenville, SC 29607
864-770-2100
Country of Origin: USA

2. Identification of Affected Equipment:

The items of equipment involved are Power Steering Gear Assemblies manufactured for service parts for certain 2007-2021 Tundra and 2008-2022 Sequoia vehicles.

Part Name	Part Number	Date of Manufacture
Gear Assy, Power Steering	44250-0C160 44250-0C131 44250-0C170 44250-0C121	July 26, 2021 through October 21, 2021

NOTE: (1) The production ranges are estimated based on the available information received from the supplier. Not all equipment produced in this range were sold in the U.S.

(2) This issue only involves certain power steering gear assemblies that were machined

by a specific piece of equipment at a specific supplier during a specific production period. The involved power steering gear assemblies are the only assemblies that may have been distributed as service parts and for which Toyota does not have information identifying a specific vehicle in which they may have been installed.

3. Total Number of Equipment Potentially Involved:

151

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

Toyota estimates that 25% of the involved service parts may contain a groove of an incorrect shape where the circlip is installed because one of the four pieces of equipment that machine this groove had the damaged teeth on the cutting tool, as further described in this report. If installed in a vehicle, whether this issue will cause a sufficient amount of power steering fluid leaking due to the circlip becoming disengaged from this groove and lead to a sudden loss of power steering assist depends on the vehicle driving conditions.

5. Description of Problem:

The subject power steering gear assemblies are service parts designed for 2007-2021 Toyota Tundra and 2008-2022 Toyota Sequoia which have a power steering system where hydraulic pressure is applied through power steering fluid entering the gear assembly. An oil seal, an end stopper, and a circlip are used to contain the hydraulic fluid within the gear assembly. During a specific production period at the supplier, one of the four pieces of equipment that machine the groove in the gear assembly where the circlip is installed was not creating a groove of the correct shape. When the circlip is installed in a groove of an incorrect shape created by this piece of equipment, the circlip may not be able to hold the oil seal and end stopper in position. This can result in oil leaking from the gear assembly. After a sufficient amount of oil has leaked, it is possible that a sudden loss of power steering assist may occur. In this condition, the steering system will revert to manual steering mode, and steering control can be maintained at all times. However, suspension of power steering assist results in increased steering effort at low vehicle speeds and increases the risk of a crash.

6. Chronology of Principal Events:

November 23, 2021

Toyota filed a Part 573 Defect Information Report (21V-920) covering production vehicles that may have been originally equipped with a steering gear assembly with the issue described above. As indicated in that report, Toyota continued to investigate whether service parts could also be affected. See chronology in attached Part 573 report for 21V-920.

November – December 2021

Toyota continued its investigation to determine whether service replacement parts that may contain the defect were distributed to dealers and were used for vehicle repairs. On November 16, Toyota received a dealer product report regarding a vehicle that had been repaired with a service part steering gear assembly, which experienced a sudden loss of power steering assist and a fluid leak from the gear assembly. Toyota recovered the part and sent it to the supplier for investigation. The supplier later reported that the service part contained the same defect. Concurrently, Toyota conducted a further review of its records and identified that service parts were ordered and shipped to dealers and distributors. In addition, based on a review of service history, Toyota identified that some of those affected service parts had been used in vehicle repairs for vehicles not previously covered by this safety recall.

Based on this information, it was determined that certain vehicles could be identified outside of the prior recall (21V-920) population that received a potentially involved service part.

December 21, 2021

Based on the new information explained above, Toyota decided to amend the vehicle population in recall 21V-920 to include the vehicles that could be identified as having a potentially affected service part. This Part 573 Report is being filed to cover service parts for which Toyota does not have information identifying a specific vehicle in which an involved service part may have been installed.

7. Description of Corrective Repair Action:

All potential owners of vehicles that the subject parts are designed to fit will be notified by first class mail. They will be provided instructions on how to identify whether their vehicle may have been equipped with an involved service part, or they can take their vehicle to a Toyota dealer to complete this check. If an affected power steering gear assembly has been installed, Toyota dealers will replace it with a new one at no cost to owners.

Reimbursement Plan for pre-notification remedies

As the owner notification letters will be mailed out well within the active period of the Toyota Limited Warranty for Parts and Accessories applicable to the involved service parts, 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 service parts will occur by February 21, 2022. 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 December 23, 2021. Copies of dealer communications will be submitted as they are issued.

10. Manufacturer's Campaign Number:

21TH01