



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 22, 2018

Mr. Cory Hoffman
Senior Manager
Toyota Motor Engineering & Manufacturing
19001 South Western Ave
Torrance, CA 90501

NEF-150JK
18V-710

Subject: Insufficiently Tightened Rear Axle Bearing Bolts

Dear Mr. Hoffman:

This letter serves to acknowledge Toyota Motor Engineering & Manufacturing's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

TOYOTA/C-HR/2019

Mfr's Report Date: October 11, 2018

NHTSA Campaign Number: 18V-710

Components:

POWER TRAIN:AXLE HUBS

Potential Number of Units Affected: 681

Problem Description:

Toyota Motor Engineering & Manufacturing (Toyota) is recalling certain 2019 Toyota C-HR vehicles. The rear axle hub bearing bolts may have been insufficiently tightened, causing the bolts to loosen and damage the rear brake components or cause a rear wheel to detach.

Consequence:

If the bolts loosen and damage the rear brake components, or cause a rear wheel to detach, it would increase the risk of a crash.

Remedy:

Toyota will notify owners, and dealers will inspect the rear axle hub bearing bolts. If a bolt is found to be loose or detached, the dealer will replace the rear axle hub bearing assembly and rear axle carrier sub-assembly, free of charge. The recall is expected to begin November 9, 2018. Owners may contact Toyota customer service at 1-888-270-9371. Toyota's number for this recall is JOY.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- The percentage of products estimated to contain the defect or noncompliance (49 CFR 573.6 (c)(4)).

We have received Toyota's proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov. We look forward to working with you.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement