

TECHNICAL INSTRUCTIONS

FOR

SAFETY RECALL J0Y

REAR AXLE HUB BEARING BOLT INSPECTION

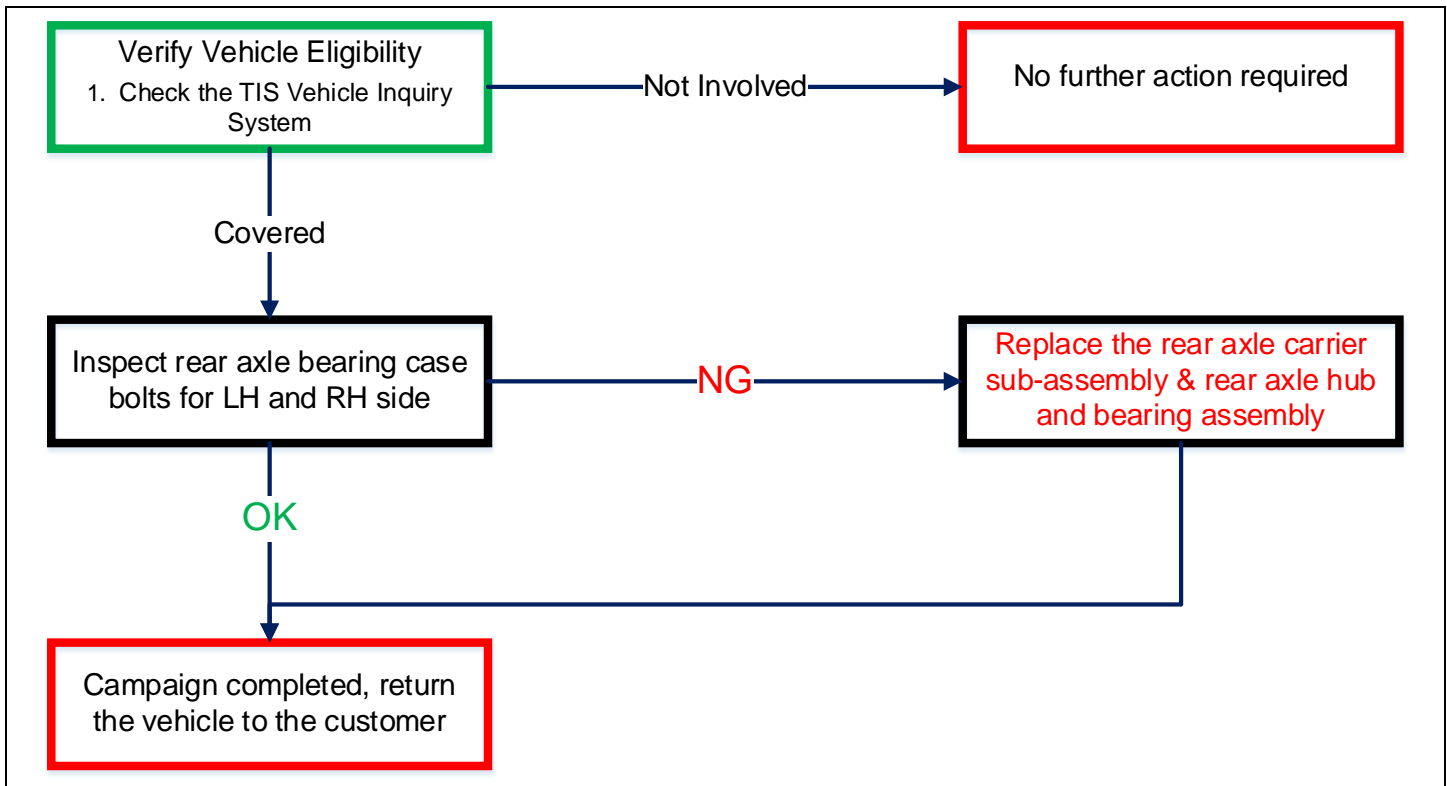
CERTAIN 2019 C-HR

The repair quality of covered vehicles is extremely important to Toyota. All dealership technicians performing this recall are required to successfully complete the most current version of the E-Learning course “Safety Recall and Service Campaign Essentials”. To ensure that all vehicles have the repair performed correctly; technicians performing this recall repair are required to currently hold at least one of the following certification levels:

- Certified Technician (Chassis)
- Expert Technician (Chassis)
- Master Technician
- Master Diagnostic Technician

It is the dealership’s responsibility to select technicians with the above certification level or greater to perform this recall repair. Carefully review your resources, the technician skill level, and ability before assigning technicians to this repair. It is important to consider technician days off and vacation schedules to ensure there are properly trained technicians available to perform this repair at all times.

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

- Check the TIS Vehicle Inquiry System to confirm the VIN is involved in this Safety Recall, and that it has not already been completed prior to dealer shipment or by another dealer.
- TMS warranty will not reimburse dealers for repairs completed on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

- If after the inspection you find the torque of 1 or more of the bolts to be NG, send an email to Quality_Compliance@toyota.com with the following information to release parts.
 - VIN
 - Picture of the Hub Bearing Bolt matchmarks that are not aligned
 - Indicate which side (left or right) the NG hub bearing bolt torque was found

B. TOOLS & EQUIPMENT

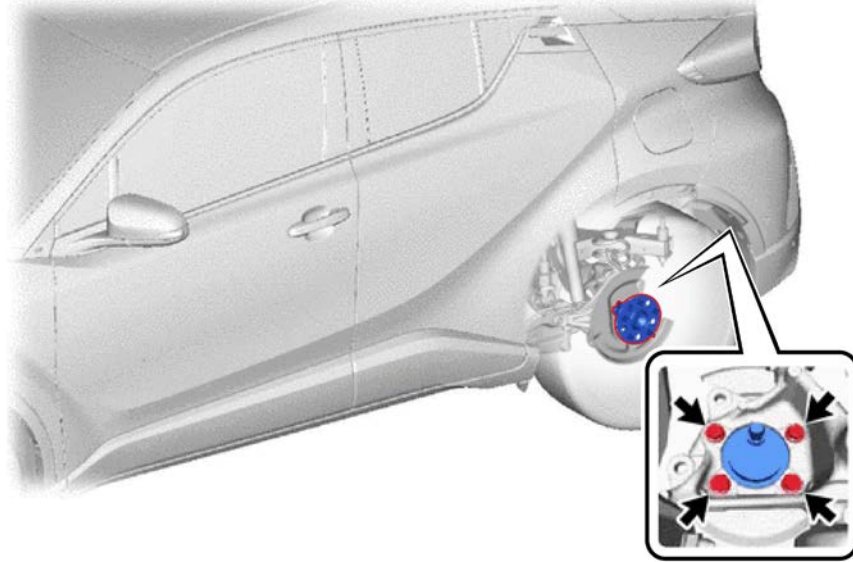
- Standard Hand Tools
- Torque Wrench

C. MATERIALS

- Marker Pen

IV. BACKGROUND

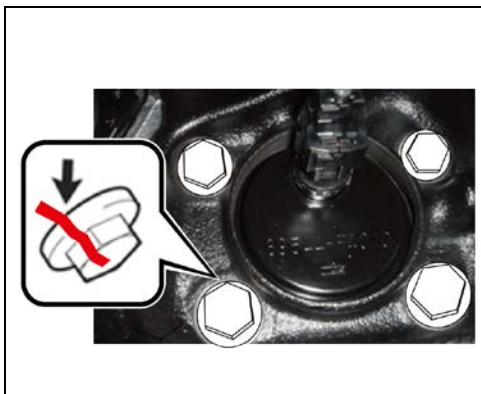
There is a possibility that one or more rear axle bearing bolts on some vehicles may not have been tightened sufficiently during the manufacturing process. If one or more bolts become loose or detach during vehicle operation, they could damage the rear brake components or could cause the rear wheels to detach, resulting in reduced brake performance or a potential loss of vehicle stability. This could increase the risk of a crash.



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V. WORK PROCEDURE

1. LIFT VEHICLE



2. INSPECT THE TORQUE OF THE REAR AXLE BEARING CASE BOLT

- a. Put a matchmark on each bolt
- b. Tighten each bolt to 58 ft.lbs (79 N*m) using a torque wrench
- c. Check to see if the matchmarks are aligned or not



- Perform the procedure for both the LH and RH side

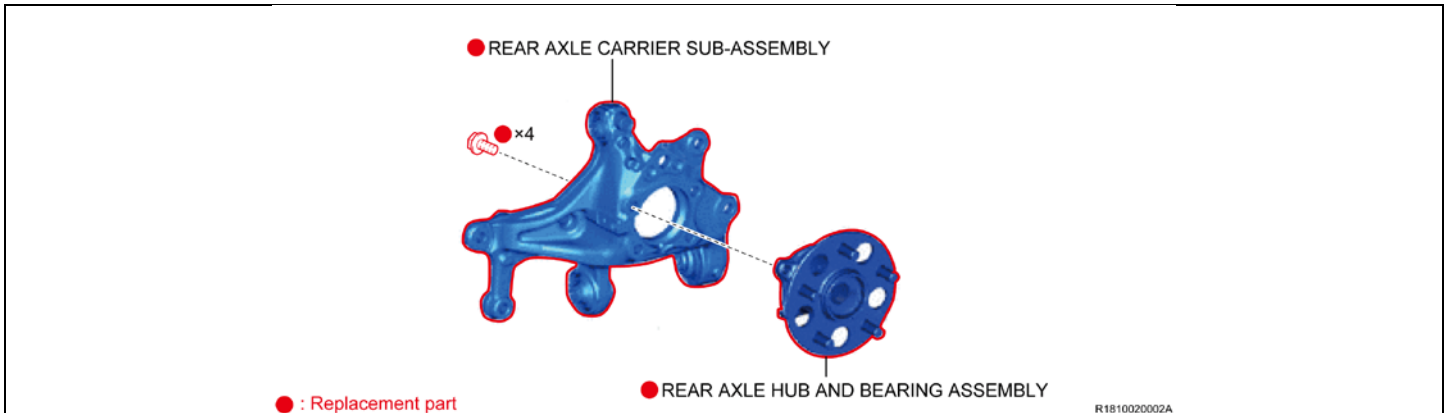
Result	Judgment	Action
 Matchmarks are aligned at all 4 bolts.	<h1>OK</h1>	Campaign complete.
 If 1 or more bolt matchmarks are misaligned	<h1>NG</h1>	Replace the rear axle carrier sub-assembly, the rear axle bearing case bolts & rear axle hub and bearing assembly. GO to NEXT PAGE.

VI. REPLACE THE REAR AXLE CARRIER SUB-ASSEMBLY & REAR AXLE HUB AND BEARING ASSEMBLY
(ONLY PERFORM IF YOU FOUND ONE OF THE BOLTS TO BE NG IN THE PREVIOUS STEP)

1. REPLACE THE REAR AXLE CARRIER SUB-ASSEMBLY & REAR AXLE HUB AND BEARING ASSEMBLY

a. Replace the rear axle carrier sub-assembly, the rear axle hub and bearing assembly, and the rear bearing case bolts with **NEW** ones.

[Click here to access TIS for instructions on REAR AXLE CARRIER / REMOVAL & INSTALLATION](#)



◀ VERIFY REPAIR QUALITY ▶

- Confirm you have checked the torque of all rear axle bearing case bolts on the LH and RH side
- If you have any questions regarding this procedure, please contact your regional representative.

VII. APPENDIX

A. PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused, **unless requested for parts recovery return.**

B. CAMPAIGN DESIGNATION DECORDER

