

Steve Brand / TMS Customer Services Division  
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Approved By: David Zellers

To: All Toyota Dealers  
From: Toyota Customer Services

**Front Suspension Lower Ball Joint for Certain 2001 through 2002 4Runner,  
2001 through 2004 Tacoma 4WD and PreRunner, 2002 through 2004 Tundra and Sequoia Vehicles**

**\*\*\*\*\*URGENT\*\*\*\*\***

The 50J Phase 1 SSC Dealer Notification Packages were sent out via overnight delivery yesterday. They should arrive at most locations today.

We would like to make you also aware that due to technical difficulties related to the sheer number of vehicles involved, TMS was unable to load the VINs into TIS and the Warranty System last night. Our Information Technology associates are currently working on addressing this issue, but to expedite the loading of the VINs into the system we will attempt to load the Phase 1 VINs tonight, Phase 2 tomorrow night and the remaining phases on the weekend. We appologize for any inconvenience.

Thank you for your assistance in this matter.

Please contact your District Service/Parts Manager if you have any further questions.



**Special Service Campaign (SSC)  
2001 - 2002 Model Year 4Runner  
2001 - 2004 Model Year Tacoma 4WD and PreRunner  
2002 - 2004 Model Year Sequoia and Tundra  
Front Suspension Lower Ball Joint Q&A**

**Q1: What is the condition?**

A1: On certain 2001 - 2002 Model Year 4Runner, 2001 - 2004 Model Year Tacoma 4WD and PreRunner, and 2002 - 2004 Model Year Sequoia and Tundra vehicles, there is a possibility that the Front Suspension Lower Ball Joint may experience excessive wear and looseness causing increased steering effort, reduced vehicle self-centering, and noise in the front suspension. If the vehicle is continued to be operated in this condition, in extreme cases, the lower ball joint may separate from the knuckle causing a loss of vehicle steering control.

Please note that the Front Suspension Lower Ball Joint is a wear item and must be periodically inspected and replaced in accordance with the vehicle's Scheduled Maintenance Guide.

**Q2: What is the cause of this condition?**

A2: During the manufacturing process, there is a possibility that the surface of the ball portion of the ball joint may have been scratched. It was discovered that Front Suspension Lower Ball Joint wear could be accelerated by the ball surface scratch under a specific test condition, when compared to ball joints without the surface scratch.

**Q3: Are there any warnings that this condition exists?**

A3: Yes, the customer will most likely experience noise and vibration in the front suspension caused by excessive wear and looseness of the Front Suspension Lower Ball Joint.

**Q4: Which and how many vehicles are involved?**

A4: The approximate numbers of vehicles involved in the U.S. are:

Model Year	Model	Vehicles Sold
2001 - 2002	4Runner	100,000
2001 - 2004	Tacoma 4WD and PreRunner	300,000
2002 - 2004	Sequoia and Tundra	390,000

**Q5: What is the production period of the affected vehicles?**

A5: The affected Toyota vehicles were produced:

Model Year	Model	Production Period
2001 - 2002	4Runner	May 22, 2001 – August 23, 2002
2001 - 2004	Tacoma 4WD and PreRunner	July 31, 2001 – December 23, 2003
2002 - 2004	Sequoia and Tundra	August 1, 2001 – September 30, 2003

**Q6: Are there any other Toyota or Lexus vehicles involved?**

A6: No, this specific condition only affects certain 2001 – 2002 4Runner, 2001 – 2004 Tacoma 4WD and PreRunner, and 2002 – 2004 Sequoia and Tundra vehicles.

**Q7: How many incidents of this condition have been reported?**

A7: There have been 6 cases of this condition confirmed by Toyota in the affected vehicles. Other than above 6 cases, there have been 34 case reports which may relate to this condition.

**Q8: Have there been any accidents reported?**

A8: There have been two minor accident cases reported in the affected vehicles which may relate to this condition.

**Q9: Have there been any injuries related to the alleged accidents?**

A9: There has been no injury related to this condition reported in the affected vehicles.

**Q10: What is Toyota going to do?**

A10: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in late June, 2005 and be completed around December, 2005. Toyota dealers will replace the left and right Front Suspension Lower Ball Joint at **NO CHARGE** to the vehicle owners.

**Q11: How long will the repair take?**

A11: The repair will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q12: What should an owner do if they experience the condition or have immediate concerns about the current safety of their vehicle?**

A12: Owners are requested to contact their local Toyota dealer for diagnosis and repair.