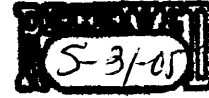


TOYOTA CUSTOMER SERVICES



INTEROFFICE MEMORANDUM

To: Region/Private Distributor General Managers & Vice Presidents

May 17, 2005
TMS-NTC-05113

From: Dave Zellers *Dave*
Vice President Product Quality & Service Support

Subject: 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

In late June, 2005, Toyota will initiate a Special Service Campaign (SSC) to replace the Front Suspension Lower Ball Joint, on the following vehicles:

- Certain 2001 - 2002 4Runner (UIO 100,000)
- Certain 2001 - 2004 Tacoma 4WD and PreRunner (UIO 300,000)
- Certain 2002 - 2004 Tundra and Sequoia (UIO 390,000)

BACKGROUND

- On May 16, 2005, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the Front Suspension Lower Ball Joint on approximately 790,000 4Runner, Tacoma 4WD, PreRunner, Tundra and Sequoia vehicles, with the intent to initiate an SSC.

CONDITION

- There is a possibility that the Front Suspension Lower Ball Joint in the affected vehicles 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.

STATUS

- This new SSC will be launched in late June, 2005, to replace the Front Suspension Lower Ball Joint on the affected vehicles. A dealer package including Technical Instructions and reimbursement procedures will be mailed to all dealerships in mid-June, 2005. Owner notifications will be launched in several phases beginning in late June, 2005 consistent with parts availability.
- The attached Dealer Daily message will be sent to all Dealerships informing them of the issue.
- As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary inspections/replacements have been performed.
- If your staff should receive any contacts from owners experiencing issues with the lower front ball joint, please direct the owner to their local Toyota dealer for diagnosis and/or repair.
- A Q&A has been attached for your reference.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures

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**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.

Steve Brand / TMS Customer Services Division
May 17, 2005
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*****

In late June, 2005, Toyota will initiate a Special Service Campaign (SSC) to replace the Front Suspension Lower Ball Joint, on the following vehicles:

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On May 16, 2005, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the Front Suspension Lower Ball Joint on approximately 790,000 4Runner, Tacoma 4WD, PreRunner, Tundra and Sequoia vehicles, with the intent to initiate an SSC.

There is a possibility that the Front Suspension Lower Ball Joint in the affected vehicles 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.

This new SSC will be launched in late June, 2005, to replace the Front Suspension Lower Ball Joint on the vehicles listed above. A dealer package including Technical Instructions and reimbursement procedures will be mailed to all dealerships in mid-June, 2005. Owner notifications will be launched in several phases beginning in late June, 2005 consistent with parts availability.

If an owner has experienced this condition or has immediate concerns, please continue to diagnose and repair the vehicle as appropriate. Technical instructions and SSC parts kit information will be available in mid-June, 2005.

The following Q&A has been provided for your reference. All media inquiries should be directed to Bill Kwong at (310) 468-3764, Julie Alfonso at (310) 468-4625, Sam Butto at (310) 468-7728, or Allison Takahashi at (310) 468-5315 in Toyota Corporate Communications.

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

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