

TOYOTA CUSTOMER SERVICES

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 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS/
VICE PRESIDENTS

FROM: DAVE ZELLERS, *Dave*
VICE PRESIDENT, PRODUCT QUALITY & SERVICE SUPPORT

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50J PHASE 1
(FRONT SUSPENSION LOWER BALL JOINT)

As announced in May, 2005, Toyota will initiate a Special Service Campaign in several phases to replace the Front Suspension Lower Ball Joints on certain 2001 – 2002 4Runner, 2001 – mid-2004 Tacoma 4WD and PreRunner, 2002 – early 2004 Sequoia and Tundra vehicles. This notification is being sent to advise you of the launch of Phase 1 of this campaign. Each subsequent phase will be launched consistent with parts availability.

On certain 2001 – 2002 Model Year 4Runner, 2001 – mid-2004 Model Year Tacoma 4WD and PreRunner, and 2002 – early 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.

The following vital information is provided to inform you and your staff of the Phase 1 owner notification of the campaign and your degree of involvement.

1. **Dealer Letter Mailing Date**

The attached Phase 1 Dealer Letter will be sent to all Toyota dealers in early July, 2005. A separate Region and Dealer Notification will be issued prior to the launch of each subsequent phase.

2. **Owner Notification Mailing Date**

The owner notification (Phase 1) will commence in mid-July, 2005. Please note that 4Runner Owners will be contacted in greater number for this phase, consistent with the greater availability of 4Runner parts.

Owner letters will be mailed based upon part number and production date, starting with earlier production vehicles.

3. Number of Vehicles Involved for Phase 1

The approximate numbers of vehicles involved in the U.S. for Phase 1 are:

Model Year	Model	Vehicles Sold
2001 – 2002	4Runner	18,921
2001 – mid-2004	Tacoma 4WD and PreRunner	34,224
2002 – early 2004	Sequoia and Tundra	43,493

4. Region/District Summary Reports

We have enclosed the following Phase 1 SSC 50J Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this SSC.
- A District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

5. Vehicles in Dealer Stock

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.

6. Parts Ordering

The necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information. Please note that a larger number of 4Runner Owners will receive notification in this phase consistent with parts availability.

- 4Runner

Part Number	Part Description	Qty.
04005-02235	Lower Ball Joint Kit	1

- Tacoma 4WD & PreRunner

Part Number	Part Description	Qty.
04005-03235	Lower Ball Joint Kit	1

There are two different Lower Ball Joint Kit part numbers applicable to Sequoia and Tundra vehicles based upon model and production date. To assist dealers in determining the correct part number to order, a website has been set up to look up part numbers by VIN. Please go to <http://50jlookup.imagespm.info> (also linked through TIS), enter the VIN, and the correct part number to order will be displayed. **The website is for part application reference only and will not order the part nor will it confirm campaign completion status.**

- Sequoia and Tundra (Production Date: August, 2001 ~ July/August, 2002)

Part Number	Part Description	Model	Qty.
04005-04134	Lower Ball Joint Kit	Sequoia	1
		Tundra	

- Sequoia and Tundra (Production Date: July/August, 2002 ~ September, 2003)

Part Number	Part Description	Model	Qty.
04005-21134	Lower Ball Joint Kit	Sequoia	1
		Tundra	

7. **Reimbursement Procedures**

Please refer to the Reimbursement Procedures found in the attached Dealer Letter.

8. **Region/PD Assistance**

We request the assistance of all Region and Private Distributor associates in counseling dealers regarding their parts order quantities to assure orders are consistent with Phase 1 of this SSC. This phase will involve approximately 96,000 vehicles (or approximately 12% of the overall SSC vehicle population). In addition, the Phase 1 owner notifications will be mailed on a daily basis over a four to five week period. Owner notification volume for this phase will not exceed the available number of parts by model at the launch of Phase 1. Therefore, dealers should rely upon the natural gravity of service appointments generated by the owner notifications as well as normal scheduled maintenance appointments when ordering parts. Each subsequent phase of the campaign will involve an increasingly larger owner notification population ***with the final winter phase representing the largest number of owners.***

Additionally, it is important to note that in total, nearly 790,000 vehicles are involved. Based on that volume and other seasonal service business variations, we also recommend that your field travelers counsel with your dealers regarding the need to assure adequate service capacity in order to maintain a high level of customer satisfaction, ***especially in the later phases of this campaign,*** as owner notification volume will continue to increase in alignment with parts availability. This will assure an adequate and balanced parts inventory and dealership service capability as we move through this campaign.

Please review this entire Special Service Campaign package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

TOYOTA MOTOR SALES, U.S.A, INC.

Enclosures

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

E. Bastien	Y. Funo	D. Pettitt
J. Beseda	T. Gartland	J. Press
R. Broughman	J. Hanson	M. Reding
G. Bryan	J. Hollis	H. Sunakawa
A. Cabito	J. Kerr	J. Stempkowski
D. Camden	J. Kobayashi	E. Taira
J. Chernus	J. Lang	T. Takada
R. Daly	J. Lentz	J. Tetherow
T. Devany	E. Matsuda	M. Tomozoe
B. Ertmann	D. Mercer	A. Vaish
D. Esmond	M. Michels	R. Waltz
D. Fleming	I. Miller	M. Yamaguchi
G. Fogg	T. Nagata	
R. Foss	D. Ogilvie	



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50J PHASE 1
(FRONT SUSPENSION LOWER BALL JOINT)

As announced in May, 2005, Toyota will initiate a Special Service Campaign in several phases to replace the Front Suspension Lower Ball Joints on certain 2001 – 2002 4Runner, 2001 – mid-2004 Tacoma 4WD and PreRunner, 2002 – early 2004 Sequoia and Tundra vehicles. This notification is being sent to advise you of the launch of Phase 1 of this campaign. Each subsequent phase will be launched consistent with parts availability.

On certain 2001 – 2002 Model Year 4Runner, 2001 – mid-2004 Model Year Tacoma 4WD and PreRunner, and 2002 – early 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.

The following vital information is provided to inform you and your staff of the owner notification (Phase 1) of the campaign and your degree of involvement.

1. Owner Notification Letter Mailing Date

The owner notification (Phase 1) will commence in mid-July, 2005. Please note that 4Runner Owners will be contacted in greater number for this phase, consistent with the greater availability of 4Runner parts.

Owner letters will be mailed based upon part number and production date, starting with earlier production vehicles.

Please note that not all vehicles in the VIN range are affected by this SSC. Please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs.**

2. Vehicles in Dealer Stock

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.

3. Number of Involved Vehicles for Phase 1

The approximate numbers of vehicles involved in the U.S. for Phase 1 are:

Model Year	Model	Vehicles Sold
2001 – 2002	4Runner	18,921
2001 – mid-2004	Tacoma 4WD and PreRunner	34,224
2002 – early 2004	Sequoia and Tundra	43,493

4. Dealer/Owner Lists for Phase 1

Affected vehicle VIN lists for Phase 1 (VIN only due to changes in Privacy Laws) for the SSC 50J campaign have been distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

Reports will be issued for each subsequent phase accompanied by a separate Dealer cover letter announcing the next phase.

NOTE:

Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

5. Repair Procedures

Refer to the attached Technical Instructions and appropriate Repair Manual as indicated.

6. Parts Ordering

The necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information. Dealers should not order parts if they do not have any vehicles listed on their dealer reports, or until they have a confirmed owner appointment.

- 4Runner

Part Number	Part Description	Qty.
04005-02235	Lower Ball Joint Kit	1

- Tacoma 4WD & PreRunner

Part Number	Part Description	Qty.
04005-03235	Lower Ball Joint Kit	1

There are two different Lower Ball Joint Kit part numbers applicable to Sequoia and Tundra vehicles based upon model and production date. To assist dealers in determining the correct part number to order, a website has been set up to look up part numbers by VIN. Please go to <http://50lookup.imagespm.info> (also linked through TIS), enter the VIN, and the correct part number to order will be displayed. **The website is for part application reference only and will not order the part nor will it confirm campaign completion status.**

- Sequoia and Tundra (Production Date: August, 2001 ~ July/August, 2002)

Part Number	Part Description	Model	Qty.
04005-04134	Lower Ball Joint Kit	Sequoia	1
		Tundra	

- Sequoia and Tundra (Production Date: July/August, 2002 ~ September, 2003)

Part Number	Part Description	Model	Qty.
04005-21134	Lower Ball Joint Kit	Sequoia	1
		Tundra	

To prevent parts shortages and excess parts stock at dealerships, the "Suggested Initial Parts Order Quantity" has been provided in each Phase 1 Dealer/Owner List (sent to each dealer's Service and Parts Managers) as a guide. This will assure an adequate and balanced parts inventory. UIO by state matrixes for Phase 1 are listed below to inform dealers of the number of 4Runner, Tacoma 4WD and PreRunner, Sequoia, and Tundra vehicles in their area.

The following state matrix shows the UIO by state for 4Runner vehicles for Phase 1.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	48	GA	904	ME	56	NJ	643	SD	21
AL	366	IA	56	MI	142	NM	115	TN	436
AR	91	ID	56	MN	123	NV	309	TX	1936
AZ	684	IL	504	MO	196	NY	889	UT	147
CA	3536	IN	104	MS	123	OH	329	VA	846
CO	458	KS	108	MT	40	OK	110	VT	33
CT	237	KY	170	NC	552	OR	185	WA	289
DC	21	LA	227	ND	7	PA	502	WI	217
DE	27	MA	423	NE	53	RI	41	WV	76
FL	1514	MD	460	NH	97	SC	375	WY	12

The following state matrix shows the UIO by state for Tacoma 4WD & PreRunner vehicles for Phase 1.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	137	GA	1234	ME	237	NJ	467	SD	34
AL	733	IA	96	MI	183	NM	347	TN	632
AR	375	ID	203	MN	176	NV	466	TX	2620
AZ	1321	IL	303	MO	255	NY	757	UT	307
CA	8206	IN	200	MS	271	OH	519	VA	1275
CO	943	KS	175	MT	102	OK	231	VT	263
CT	322	KY	462	NC	1264	OR	651	WA	940
DC	12	LA	649	ND	15	PA	1105	WI	218
DE	54	MA	832	NE	84	RI	134	WV	398
FL	2328	MD	708	NH	329	SC	480	WY	72

The following state matrix shows the UIO by state for Sequoia/Tundra (P/N 04005-04134) vehicles for Phase 1.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	57	GA	855	ME	89	NJ	355	SD	39
AL	356	IA	76	MI	142	NM	163	TN	363
AR	192	ID	104	MN	228	NV	277	TX	2058
AZ	518	IL	384	MO	206	NY	479	UT	199
CA	4672	IN	224	MS	211	OH	319	VA	545
CO	482	KS	150	MT	66	OK	252	VT	66
CT	182	KY	219	NC	552	OR	268	WA	382
DC	11	LA	501	ND	13	PA	373	WI	186
DE	24	MA	426	NE	64	RI	46	WV	71
FL	1646	MD	392	NH	131	SC	308	WY	38

The following state matrix shows the UIO by state for Sequoia/Tundra (04005-21134) vehicles for Phase 1.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	82	GA	1069	ME	117	NJ	354	SD	31
AL	491	IA	74	MI	168	NM	175	TN	406
AR	220	ID	111	MN	195	NV	342	TX	2411
AZ	612	IL	427	MO	205	NY	604	UT	177
CA	5798	IN	187	MS	275	OH	344	VA	638
CO	458	KS	155	MT	60	OK	294	VT	69
CT	181	KY	246	NC	715	OR	295	WA	414
DC	10	LA	530	ND	17	PA	485	WI	245
DE	51	MA	502	NE	58	RI	72	WV	111
FL	1949	MD	452	NH	127	SC	413	WY	49

7. Reimbursement Procedures

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation code to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
50J	5522DA	Replace the right and left front suspension lower ball joint assembly and check the toe-in	1.2 Hr/Veh
50J	5522DK	Replace the right and left front suspension lower ball joint assembly and check & adjust the front wheel alignment	2.6 Hr/Veh

NOTE: The above flat rate times include 0.1 hour in each campaign for administrative cost per unit for the dealership.

8. Subsequent Phases

Subsequent phases of this campaign will be launched consistent with parts availability. A separate dealer cover letter and VIN listing will be provided at the initiation of each subsequent phase.

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.
TOYOTA MOTOR SALES, U.S.A., INC.



Special Service Campaign (SSC)
2001 – 2002 Model Year 4Runner
2001 – mid-2004 Model Year Tacoma 4WD and PreRunner
2002 – early 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 – mid-2004 Model Year Tacoma 4WD and PreRunner, and 2002 – early 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 – mid-2004	Tacoma 4WD and PreRunner	300,000
2002 – early 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 – mid-2004 Tacoma 4WD and PreRunner, and 2002 – early 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.

**Special Service Campaign 50J – Front Suspension Lower Ball Joint
2001 through 2002 4Runner
Safety Recall Notice**

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the Front Suspension Lower Ball Joint of certain 2001 through 2002 4Runner vehicles.

What is the problem?

During the manufacturing process, there is a possibility that the surface of the ball portion of the Front Suspension Ball Joint in your vehicle may have been scratched. In this condition, the Front Suspension Lower Ball Joint in your vehicle may experience excessive wear and looseness causing increased steering effort, reduced vehicle self-centering and noise in the front suspension. If your vehicle is operated in this condition, in extreme cases, the Front Suspension Lower Ball Joint may separate from the knuckle causing a loss of vehicle steering control, thus increasing the possibility of an accident.

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.

What will Toyota do?

Any Toyota dealer will replace the left and right side Front Suspension Lower Ball Joint with an improved one at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to replace the Front Suspension Ball Joint, as soon as possible. The replacement will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the inspection and if necessary replacement. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

What if you have previously paid for the replacement of the Front Suspension Lower Ball Joint for this specific condition?

If you have previously paid for the replacement of the Front Suspension Lower Ball Joint for this specific condition prior to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration.

Toyota Motor Sales, U.S.A., Inc.
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to review your request.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE

**Special Service Campaign 50J – Front Suspension Lower Ball Joint
2001 through mid-2004 Tacoma 4WD and PreRunner
Safety Recall Notice**

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the Front Suspension Lower Ball Joint of certain 2001 through mid-2004 Tacoma 4WD and PreRunner vehicles.

What is the problem?

During the manufacturing process, there is a possibility that the surface of the ball portion of the Front Suspension Ball Joint in your vehicle may have been scratched. In this condition, the Front Suspension Lower Ball Joint in your vehicle may experience excessive wear and looseness causing increased steering effort, reduced vehicle self-centering and noise in the front suspension. If your vehicle is operated in this condition, in extreme cases, the Front Suspension Lower Ball Joint may separate from the knuckle causing a loss of vehicle steering control, thus increasing the possibility of an accident.

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.

What will Toyota do?

Any Toyota dealer will replace the left and right side Front Suspension Lower Ball Joint with an improved one at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to replace the Front Suspension Ball Joint, as soon as possible. The replacement will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the inspection and if necessary replacement. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

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We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE

**Special Service Campaign 50J – Front Suspension Lower Ball Joint
2002 through early 2004 Tundra and Sequoia
Safety Recall Notice**

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in the Front Suspension Lower Ball Joint of certain 2002 through early 2004 Tundra and Sequoia vehicles.

What is the problem?

During the manufacturing process, there is a possibility that the surface of the ball portion of the Front Suspension Ball Joint in your vehicle may have been scratched. In this condition, the Front Suspension Lower Ball Joint in your vehicle may experience excessive wear and looseness causing increased steering effort, reduced vehicle self-centering and noise in the front suspension. If your vehicle is operated in this condition, in extreme cases, the Front Suspension Lower Ball Joint may separate from the knuckle causing a loss of vehicle steering control, thus increasing the possibility of an accident.

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.

What will Toyota do?

Any Toyota dealer will replace the left and right side Front Suspension Lower Ball Joint with an improved one at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to replace the Front Suspension Ball Joint, as soon as possible. The replacement will take approximately 3 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

We request that you present this notice to the dealer at the time of your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

What if you have other questions?

Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the inspection and if necessary replacement. If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

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We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

SAMPLE

TECHNICAL INSTRUCTIONS

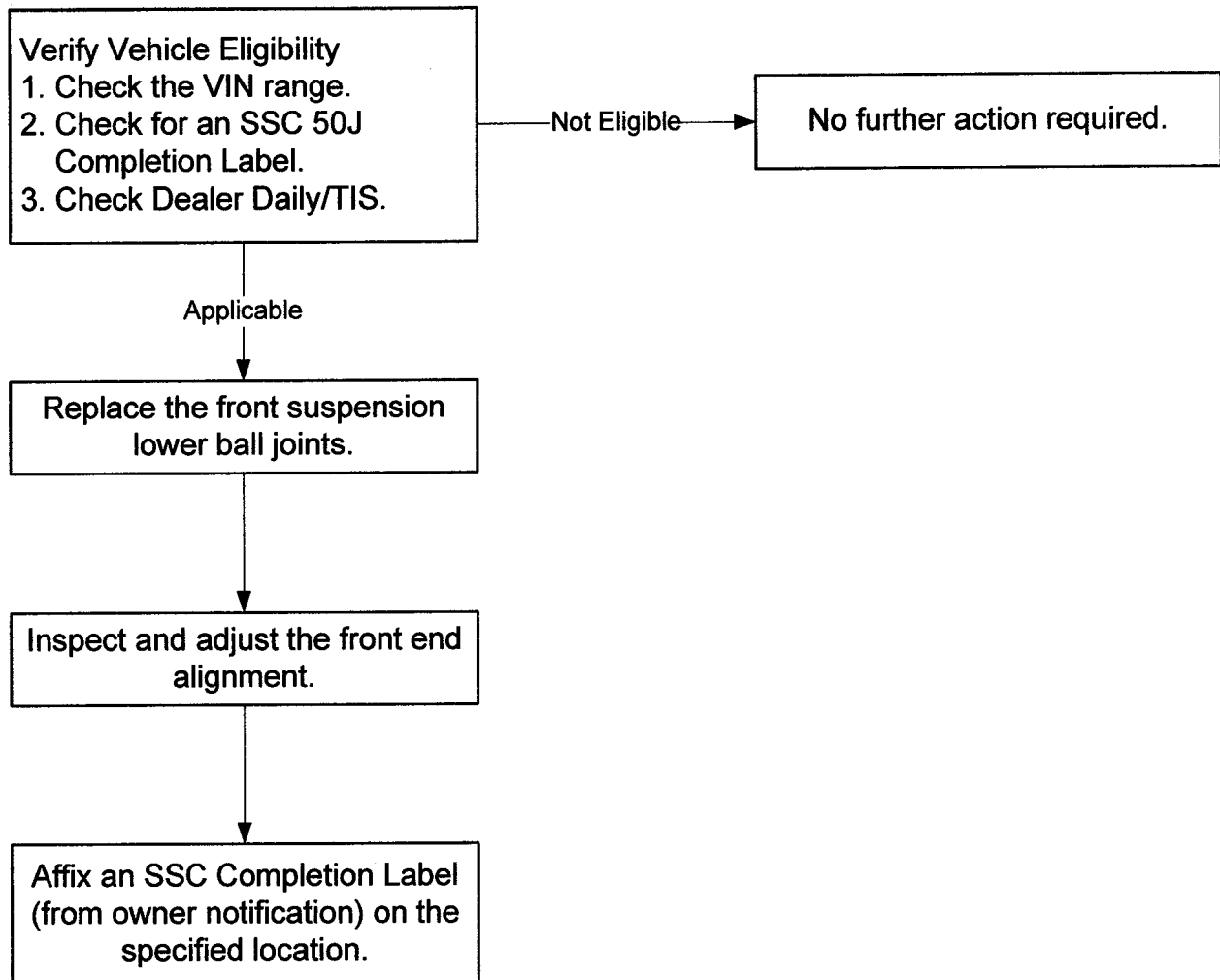
FOR

SPECIAL SERVICE CAMPAIGN 50J

**FRONT SUSPENSION LOWER BALL JOINT REPLACEMENT
FOR THE FOLLOWING VEHICLES**

**2001 THROUGH 2002 MODEL YEAR 4RUNNER
2001 THROUGH 2004 MODEL YEAR TACOMA 4WD & PRERUNNER
2002 THROUGH 2004 MODEL YEAR SEQUOIA & TUNDRA**

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	Year	VIN Range	
		VDS	Range
4Runner	2001	GN86R	0213797 – 0219319
		GN87R	0213798 – 0219315
		HN86R	0356596 – 0360805
			9057980 – 9060573
	HN87R	0356571 – 0360794	
		9057954 – 9060571	
	2002	GN86R	0217600 – 0259664
		GN87R	0217601 – 0259661
			9000001 – 9001238
		HN84R	0359536 – 0392171
HN86R		0359537 – 0392220	
		9059911 – 9078746	
HN87R	0360807 – 0392182		
	9060576 – 9078745		

Model	Year	VIN Range	
		VDS	Range
Sequoia	2002	BT44A	S057702 – S137479
		BT48A	S057598 – S137474
		ZT34A	S057720 – S137484
		ZT38A	S057509 – S137473
	2003	BT44A	S101211 – S205101
		BT48A	S099426 – S205111
		ZT34A	S100033 – S205190
		ZT38A	S100343 – S205189
	2004	BT44A	S205112 – S209099
		BT48A	S205113 – S209101
		ZT34A	S205197 – S209916
		ZT38A	S205191 – S209912

[Identification of Affected Vehicles Continued...]

Model	Year	VIN Range	
		VDS	Range
Tacoma 4WD & PreRunner	2001	GM92N	Z864889 – Z880431
		GN92N	Z864569 – Z880433
		HN72N	Z864097 – Z880444
		NM92N	Z864158 – Z880427
		PM62N	Z864334 – Z880351
		SM92N	Z864823 – Z880439
		SN92N	Z864591 – Z880436
		WM72N	Z864356 – Z880443
		WN72N	Z864001 – Z880438
	2002	GM92N	Z000001 – Z899998
		GN92N	Z000190 – Z899894
		HN72N	Z000002 – Z899999
		NM92N	Z000233 – Z899936
		PM62N	Z000022 – Z899995
		SM92N	Z000245 – Z899972
		SN92N	Z000012 – Z899646
		WM72N	Z000058 – Z899904
		WN72N	Z000019 – Z899885
	2003	GM92N	Z145585 – Z305459
		GN92N	Z145318 – Z305507
		HN72N	Z145460 – Z305500
		NM92N	Z145535 – Z305379
		PM62N	Z145471 – Z305481
		SM92N	Z145555 – Z305506
		SN92N	Z145622 – Z305491
		WM72N	Z145487 – Z305493
		WN72N	Z145316 – Z305501
	2004	GM92N	Z305895 – Z357444
		GN92N	Z305509 – Z357433
		HN72N	Z305686 – Z357097
		NM92N	Z305853 – Z357252
		PM62N	Z305763 – Z357398
		SM92N	Z305863 – Z357356
		SN92N	Z305944 – Z357209
		WM72N	Z305789 – Z357348
		WN72N	Z305508 – Z357376

[Identification of Affected Vehicles Continued...]

Model	Year	VIN Range	
		VDS	Range
Tundra	2002	BN441	S221070 – S332707
		BT441	S220869 – S332720
		BT481	S220923 – S332685
		JN321	S220722 – S332714
		KT421	S221163 – S328382
		KT441	S221132 – S332706
		RN341	S220884 – S332719
		RT341	S220478 – S332721
		RT381	S220953 – S332666
	2003	BN441	S332744 – S434010
		BT441	S316368 – S439612
		BT481	S306031 – S439613
		JN321	S332745 – S436914
		KT421	S332818 – S414089
		KT441	S330788 – S439601
		RN341	S307943 – S436915
		RT341	S306032 – S439732
		RT381	S308386 – S439716
	2004	BN441	S434011 – S434105
		BT441	S439614 – S441496
		BT481	S439615 – S441489
		JN321	S436917 – S438452
		KT441	S439633 – S441402
		RN341	S436916 – S438449
RT341		S439161 – S441893	
RT381		S439739 – S441891	

NOTE:

Not all vehicles in the VIN range are affected. As always, consult Dealer Daily/TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is affected and has not already been completed prior to dealer shipment or by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

III. PREPARATION

A. PARTS

- 4Runner

Part Number	Part Description	Qty.
04005-02235	Lower Ball Joint Kit	1

- Tacoma 4WD & PreRunner

Part Number	Part Description	Qty.
04005-03235	Lower Ball Joint Kit	1

There are two different Lower Ball Joint Kit part numbers applicable to Sequoia and Tundra vehicles based upon model and production date. To assist dealers in determining the correct part number to order, a website has been set up to look up part numbers by VIN. Please go to <http://50jlookup.imagespm.info> (also linked through TIS), enter the VIN, and the correct part number to order will be displayed. **The website is for part application reference only and will not order the part nor will it confirm campaign completion status.**

- Sequoia and Tundra (Production Date: August, 2001 ~ July/August, 2002)

Part Number	Part Description	Model	Qty.
04005-04134	Lower Ball Joint Kit	Sequoia	1
		Tundra	

- Sequoia and Tundra (Production Date: July/August, 2002 ~ September, 2003)

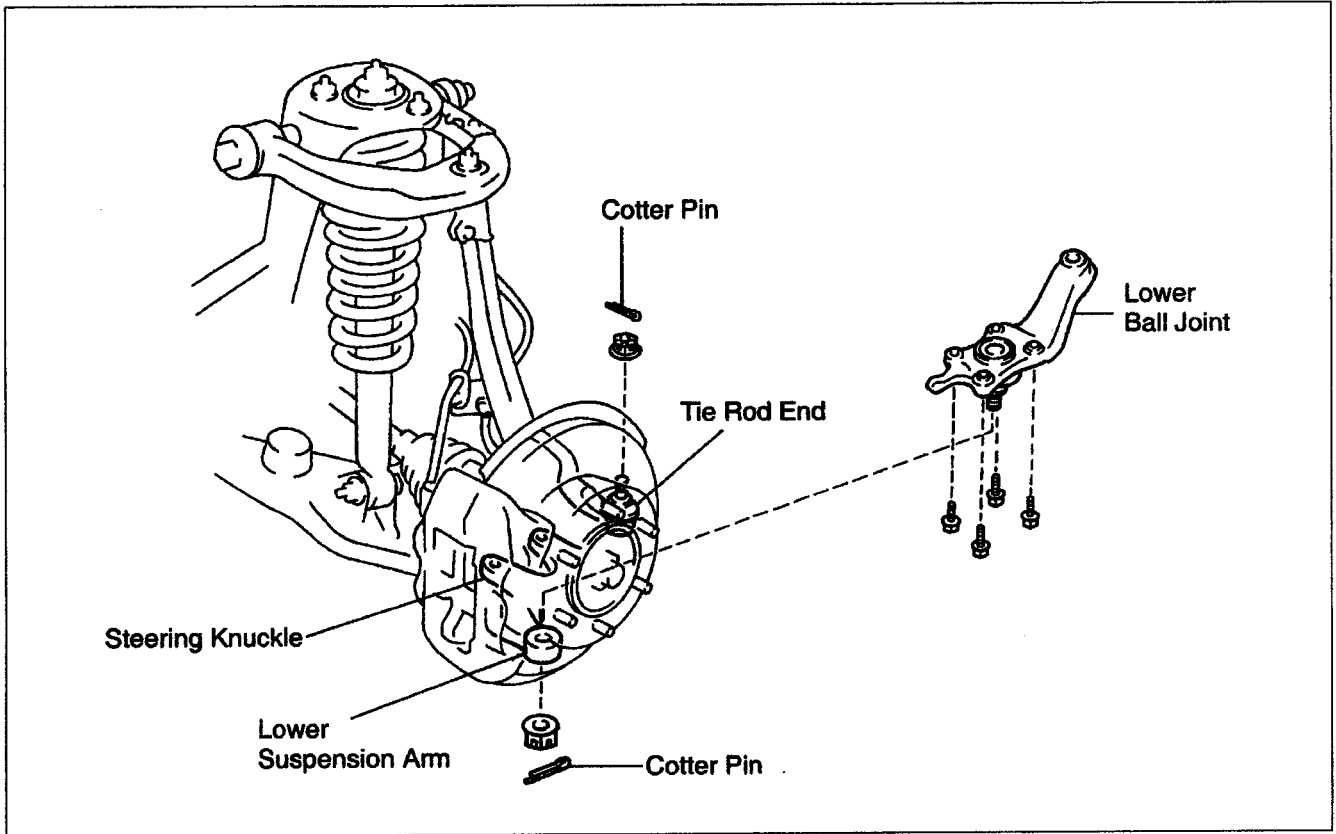
Part Number	Part Description	Model	Qty.
04005-21134	Lower Ball Joint Kit	Sequoia	1
		Tundra	

B. TOOLS

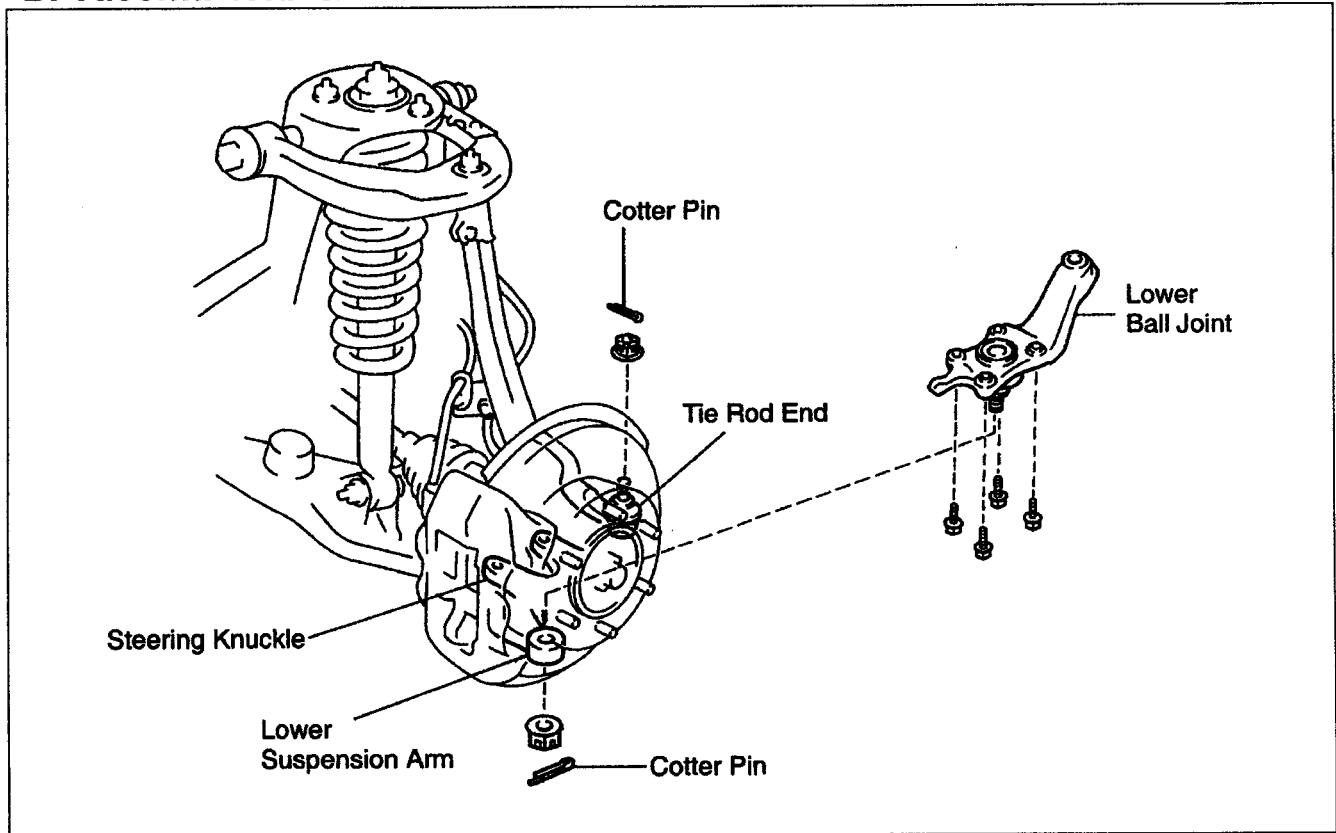
- Standard hand tools
- Special Service Tools
 - (a) Pitman Arm Puller: 09610-20012 or equivalent
 - (b) Ball Joint Puller: 09628-62011 or 00002-07311 or equivalent
- Torque wrench

IV. COMPONENTS

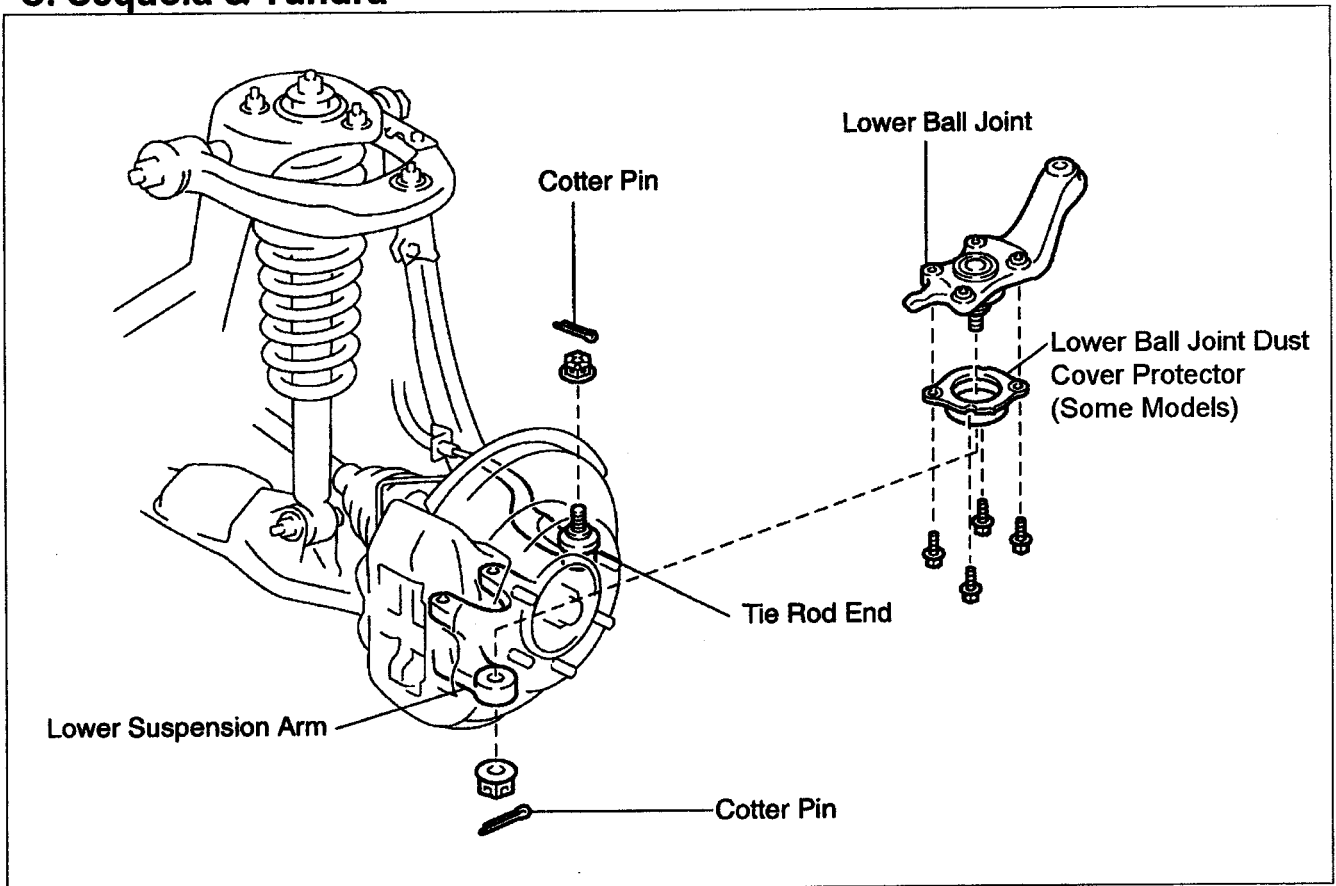
A. 4Runner



B. Tacoma 4WD & PreRunner



C. Sequoia & Tundra



V. BACKGROUND

On certain 2001 – 2002 Model Year 4Runner, 2001 – mid-2004 Model Year Tacoma 4WD and PreRunner, and 2002 – early 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.

VI. WORK PROCEDURE

A. FRONT SUSPENSION LOWER BALL JOINT REPLACEMENT

1. Replace the front suspension lower ball joints following the procedures outlined in the **Suspension And Axle: Front Lower Ball Joint** section of the appropriate vehicle Repair Manual.

B. INSPECT AND ADJUST THE FRONT END ALIGNMENT

1. Inspect and adjust the front End alignment following the procedures outlined in the **Suspension And Axle: Front Wheel Alignment** section of the appropriate vehicle Repair Manual.

VII. SSC COMPLETION LABEL INSTALLATION

After completing the repair and before returning the vehicle to the owner, an SSC completion label, which is enclosed in the owner's notification letter, must be affixed to the left front door hinge post, near the check strap.

(a) The label is to be filled out as follows:

- Write in SSC 50J.
- Write in date of repair.
- Write in your dealer code.

SSC	Date
DEALER CODE NO.	
00410-01917	

(b) Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.