



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

**SSC 50J – FRONT SUSPENSION LOWER BALL JOINT  
2001 THROUGH 2002 4RUNNER  
SAFETY RECALL FOLLOW-UP 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. Our records indicate that this condition has not yet been corrected on your vehicle.

**What is the problem?**

During the manufacturing process, there is a possibility that the surface of the ball portion of the Front Suspension Lower 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 a crash.

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?**

***This is an important Safety Recall***

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 Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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.

Spanish translation on back side  
Traducción en español en el reverso