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To: All Toyota Dealers  
From: Toyota Customer Services

**Special Service Campaign (SSC) – 70B (Safety Recall)**  
**Front Suspension Lower Ball Joints**  
**\*\*\*\*\*URGENT\*\*\*\*\***

On January 18, 2007, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding certain 2004 through early 2007 Model Year Sequoia and 2004 through late 2006 Model Year Tundra vehicles. In the affected 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.

There are approximately 533,000 Sequoia (2004 through early 2007 Model Year) and Tundra (2004 through late 2006 Model Year) vehicles involved in the U.S.

A dealer package including technical instructions and reimbursement procedures will be mailed to dealers in mid-January 2007.

Toyota will inform owners of the involved vehicles with a Special Service Campaign notification letter sent via first class mail beginning in early February, 2007. The owner letters will be mailed over an approximate four month period.

- **All customer inquires should be directed to the Toyota Customer Experience Center at 1-800-331-4331.**
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- For **News media inquiries only**, they should be directed to Ming-Jou Chen (310) 468-4782 or Bill Kwong (310) 468-3764, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

The following Q&A has been provided for your reference.



**Special Service Campaign (SSC) – 70B (Safety Recall)  
2004 Through Early 2007 Sequoia  
2004 Through Late 2006 Tundra  
Front Suspension Lower Ball Joint Q&A**

**Q1: What is the condition?**

A1: On certain 2004 through early 2007 Model Year Sequoia and 2004 through late 2006 Model Year 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. In the worst case, if the vehicle is continued to be operated in this condition, the lower ball joint may separate 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: Some of the front suspension lower ball joints equipped on the subject vehicles may experience an incidental deterioration of the internal lubrication over an extended amount of time. This is due to possible improper finishing of the ball joint, such as the aspect of the ball stud surface, which can contribute to a gradual loss of the lubricant. Without proper lubrication, the ball joint may wear and loosen prematurely, which could result in increased steering effort, reduced vehicle self-centering, and noise in the front suspension.

**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 Involved
2004 – early 2007	Sequoia	154,500
2004 – late 2006	Tundra	378,500

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

A5: The affected vehicles were produced:

Model Year	Model	Production Period
2004 – early 2007	Sequoia	Mid-September, 2003 – Mid-November, 2006
2004 – late 2006	Tundra	Mid-September, 2003 – Mid-November, 2006

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

A6: No, this specific condition only affects certain 2004 through early 2007 Sequoia and 2004 through late 2006 Tundra vehicles.

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

A7: There have been 14 cases of this condition reported in the affected vehicles.

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

A8: There have been 11 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 have been 6 injuries 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 early February, 2007. 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.