


# TOYOTA CUSTOMER SERVICES

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Date: 01/18/2007  
 Action  
 Retain  
 Information

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

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

SUBJECT: SAFETY RECALL (SPECIAL SERVICE CAMPAIGN) – 70B  
(FRONT SUSPENSION LOWER BALL JOINTS)

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**Toyota will initiate a Safety Recall (Special Service Campaign) to replace the Front Suspension Lower Ball Joints on 2004 through early 2007 Model Year Sequoia and 2004 through late 2006 Model Year Tundra vehicles. There are approximately 533,000 vehicles involved nationwide.**

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.

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

**1. Dealer Letter Mailing Date**

The attached Dealer Letter will be sent to all Toyota dealers in mid-January, 2007.

**2. Owner Notification Mailing Date**

The owner notification will commence in early February, 2007. The owner letters will be mailed over an approximate four month period.

Please note that only owners of the affected vehicles will be notified. If a dealer is contacted by an owner of an involved vehicle, who has not yet received a notification, please instruct them to **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the inspection and repair as outlined in the repair manual and attached Technical Instructions.

**3. Region/District Summary Reports**

We have enclosed the following SSC 70B 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.

Please refer to the attached Dealer letter for additional information.

***Please review this entire SSC 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.



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: SAFETY RECALL (SPECIAL SERVICE CAMPAIGN) – 70B  
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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 of the campaign and your degree of involvement.

**1. Owner Notification Letter Mailing Date**

The owner notification will commence in early February, 2007. The owner letters will be mailed over an approximate four month period.

As always, please **verify vehicle eligibility by confirming through Dealer Daily/TIS prior to performing the repair**. Dealers should perform the inspection and repair as outlined in the repair manual and attached Technical Instructions.

**2. Dealer/Owner Lists**

Affected vehicle VIN lists (VIN only due to changes in Privacy Laws) for SSC 70B 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.

**3. 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 replacements have been performed.

**4. Number and Identification of Involved Vehicles**

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.

MODEL	MY	VIN Range	
		VDS	Range
Tundra	2004	BN441	S434011 – S436017
		BT441	S439616 – S456080
		BT481	S439615 – S456067
		DT441	S433661 – S466455
		DT481	S433659 – S466452
		ET341	S433660 – S462885
		ET381	S433659 – S462884
		JN321	S436917 – S449757
		KT441	S439633 – S456072
		RN341	S436916 – S449758
		RT341	S439733 – S456394
		RT381	S439739 – S456380
	2005	BT441	S450912 – S473532
		BT481	S447181 – S473524
		DT441	S450539 – S501952
		DT481	S449475 – S501948
		ET341	S447933 – S498161
		ET381	S457048 – S498158
		JT321	S447754 – S472168
		JU321	S442174 – S456319
		KT421	S446499 – S473525
		RT341	S447755 – S472174
		RT381	S450422 – S472171
		RU341	S442176 – S456314
	2006	BT441	S466644 – S487311
		BT481	S473536 – S487137
		DT441	S501358 – S551880
		DT481	S501029 – S551872
		ET341	S482156 – S558022
		ET381	S498166 – S557961
		JT321	S472178 – S482450
		JU321	S451343 – S476212
		KT421	S473533 – S485871
RT341		S472175 – S483472	
RT381		S472181 – S483470	
RU341		S451531 – S482178	

[Number and Identification of Involved Vehicles Continued...]

MODEL	MY	VIN Range	
		VDS	Range
Sequoia	2004	BT44A	S207535 – S233601
		BT48A	S207625 – S233598
		ZT34A	S208104 – S238616
		ZT38A	S208135 – S238607
	2005	BT44A	S220450 – S257763
		BT48A	S220742 – S257764
		ZT34A	S224556 – S264297
		ZT38A	S224200 – S264304
	2006	BT44A	S248962 – S277473
		BT48A	S257462 – S277470
		ZT34A	S260659 – S284271
		ZT38A	S264298 – S284270
	2007	BT44A	S277474 – S282714
		BT48A	S270722 – S282708
		ZT34A	S281206 – S289438
		ZT38A	S277268 – S289422

Please note that not all vehicles in the VIN range are affected by this SSC. If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the inspection and repair as outlined in the attached Technical Instructions

5. **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.

Part Number	Part Description	Quantity
04006-62134	Front Lower Ball Joint Kit	1

UIO by state matrixes are listed below to inform dealers of the number of vehicles in their area.

• **Sequoia**

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	280	GA	7058	ME	225	NJ	3717	SD	222
AL	2915	IA	513	MI	975	NM	787	TN	2735
AR	1474	ID	623	MN	1336	NV	2280	TX	15797
AZ	5678	IL	3405	MO	1390	NY	5080	UT	1565
CA	33110	IN	1228	MS	1365	OH	2557	VA	4909
CO	2784	KS	900	MT	340	OK	1364	VT	121
CT	1366	KY	1236	NC	4697	OR	1539	WA	2148
DC	108	LA	3919	ND	155	PA	3326	WI	1792
DE	360	MA	2868	NE	362	RI	271	WV	396
FL	13547	MD	4031	NH	484	SC	2786	WY	263

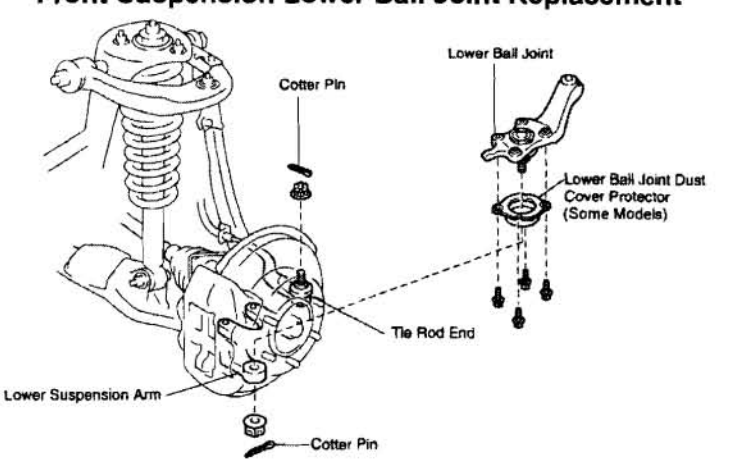
• **Tundra**

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	1415	GA	16530	ME	2180	NJ	3876	SD	584
AL	7881	IA	1510	MI	2705	NM	2865	TN	5193
AR	3899	ID	2586	MN	3218	NV	4816	TX	39323
AZ	9464	IL	3958	MO	2978	NY	6679	UT	3162
CA	90043	IN	3122	MS	4127	OH	5066	VA	8991
CO	6048	KS	2154	MT	1680	OK	4098	VT	1931
CT	1937	KY	3019	NC	13316	OR	5509	WA	8642
DC	97	LA	10936	ND	514	PA	7160	WI	3894
DE	655	MA	7297	NE	917	RI	904	WV	1560
FL	36133	MD	5429	NH	2912	SC	7957	WY	1242

**6. Warranty Processor Instructions**

Please note the following for this campaign:

- **All 2004 vehicles involved in SSC 70B will require the replacement of the Front Suspension Lower Ball Joints. However, some early 2004 vehicles may fall under SSC 50J.**
- **All 2005 through early 2007 Sequoia and 2005 through late 2006 Tundra vehicles involved in SSC 70B will require the replacement of the Front Suspension Lower Ball Joints.**
- **Following Front Suspension Lower Ball Joint replacement, all vehicles will require an inspection, and if necessary, adjustment of the front wheel alignment.**

<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px; text-align: center;">                 Replace* the <u>Front Suspension Lower Ball Joints</u>.             </div> <div style="text-align: center; margin-bottom: 10px;">↓</div> <div style="border: 1px solid black; padding: 5px; text-align: center;">                 Inspect and adjust the <u>Front Wheel Alignment</u>.             </div> <p style="font-size: small; margin-top: 20px;">* Some early 2004 MY front suspension lower ball joints may need to be replaced under SSC 50J.</p>	<p style="text-align: center;"><b>2004 - Early 2007 Model Year Sequoia or Tundra Front Suspension Lower Ball Joint Replacement</b></p> 
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**The operation code to be used for this campaign is:**

SSC #	Op. Code	Description	Flat Rate Hour
70B	7511A2	Replace front suspension lower ball joints & check the toe only	1.2 Hr/Veh
	7511A3	Replace the front suspension lower ball joints and check & adjust the front wheel alignment	2.6 Hr/Veh

**NOTE:**

Above flat rate time(s) include 0.1 hour for campaign administrative cost per unit for the dealership.

***If the vehicle is an early 2004 model year Sequoia or Tundra and repaired under SSC 50J, please use the following operation code to clear the vehicle from future SSC 70B renifications:***

SSC #	Op. Code	Description	Flat Rate Hour
70B	7511A1	Ball joint inspected under SSC 70B, and <b>replacement</b> claimed using SSC 50J Operation Codes.	0.4 Hr/Veh

**NOTE:**

Above flat rate time includes 0.1 hour for campaign administrative cost per unit for the dealership.

7. **Reimbursement for Front Suspension Lower Ball Joint Replacement Prior to the Launch of this SSC**

Customers may request reimbursement, if they have previously paid for the replacement of the Front Suspension Lower Ball Joints for this specific condition prior to receiving the owner letter. Customers requesting reimbursement are requested to mail a copy of their repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc.  
Customer Experience, WC10  
19001 South Western Avenue  
Torrance, CA 90509

They must include their name, address, and telephone number(s) in the request. It will take approximately 4 to 6 weeks to review their request.

*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 70B – Front Suspension Lower Ball Joint  
2004 through Early 2007 Sequoia and 2004 through late 2006 Tundra  
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 2004 through early 2007 Sequoia and 2004 through late 2006 Tundra vehicles.

**What is the problem?**

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.

**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 Lower Ball Joints as soon as possible. The replacement will take approximately three 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 Joints for this specific condition?**

If you have previously paid for the replacement of the Front Suspension Lower Ball Joints 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 (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.



**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.

**TECHNICAL INSTRUCTIONS**

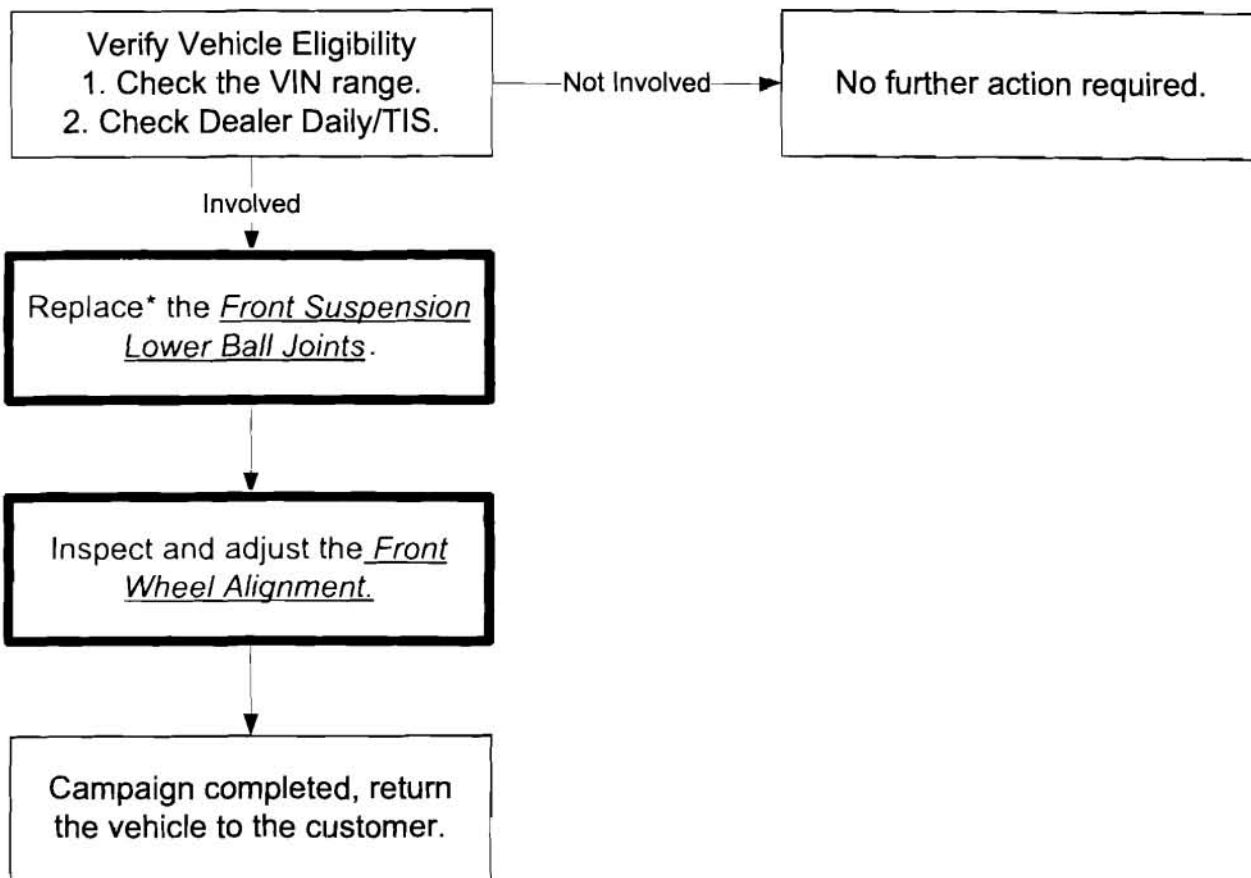
**FOR**

**SPECIAL SERVICE CAMPAIGN 70B (SAFETY RECALL)**

**2004 THROUGH EARLY 2007 MODEL YEAR SEQUOIA**  
**2004 THROUGH LATE 2006 MODEL YEAR TUNDRA**

**FRONT SUSPENSION LOWER BALL JOINTS**

# I. OPERATION FLOW CHART



\* Some early 2004 MY front suspension lower ball joints may need to be replaced under SSC 50J. See appendix if you have difficulty repairing the vehicle.

## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. AFFECTED VIN RANGE

Model	WMI	Year	VIN Range	
			VDS	Range
Tundra	5TB	2004	BN441	S434011 – S436017
			BT441	S439616 – S456080
			BT481	S439615 – S456067
			DT441	S433661 – S466455
			DT481	S433659 – S466452
			ET341	S433660 – S462885
			ET381	S433659 – S462884
			JN321	S436917 – S449757
			KT441	S439633 – S456072
			RN341	S436916 – S449758
			RT341	S439733 – S456394
		RT381	S439739 – S456380	
		2005	BT441	S450912 – S473532
			BT481	S447181 – S473524
			DT441	S450539 – S501952
			DT481	S449475 – S501948
			ET341	S447933 – S498161
			ET381	S457048 – S498158
			JT321	S447754 – S472168
			JU321	S442174 – S456319
			KT421	S446499 – S473525
			RT341	S447755 – S472174
			RT381	S450422 – S472171
		RU341	S442176 – S456314	
		2006	BT441	S466644 – S487311
			BT481	S473536 – S487137
			DT441	S501358 – S551880
			DT481	S501029 – S551872
			ET341	S482156 – S558022
			ET381	S498166 – S557961
			JT321	S472178 – S482450
			JU321	S451343 – S476212
			KT421	S473533 – S485871
RT341	S472175 – S483472			
RT381	S472181 – S483470			
RU341	S451531 – S482178			



[Identification of Affected Vehicles Continued...]

Model	WMI	Year	VIN Range	
			VDS	Range
Sequoia	5TD	2004	BT44A	S207535 – S233601
			BT48A	S207625 – S233598
			ZT34A	S208104 – S238616
			ZT38A	S208135 – S238607
		2005	BT44A	S220450 – S257763
			BT48A	S220742 – S257764
			ZT34A	S224556 – S264297
			ZT38A	S224200 – S264304
		2006	BT44A	S248962 – S277473
			BT48A	S257462 – S277470
			ZT34A	S260659 – S284271
			ZT38A	S264298 – S284270
		2007	BT44A	S277474 – S282714
			BT48A	S270722 – S282708
			ZT34A	S281206 – S289438
			ZT38A	S277268 – S289422

NOTE:

- Not all vehicles in the VIN range may be affected.
- Check Dealer Daily/TIS to confirm the VIN is involved in this SSC. 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

Part Number	Part Description	Quantity
04006-62134	Front Lower Ball Joint Kit *	1

\* For kit contents refer to section "VII. APPENDIX" on page 6.

#### B. TOOLS

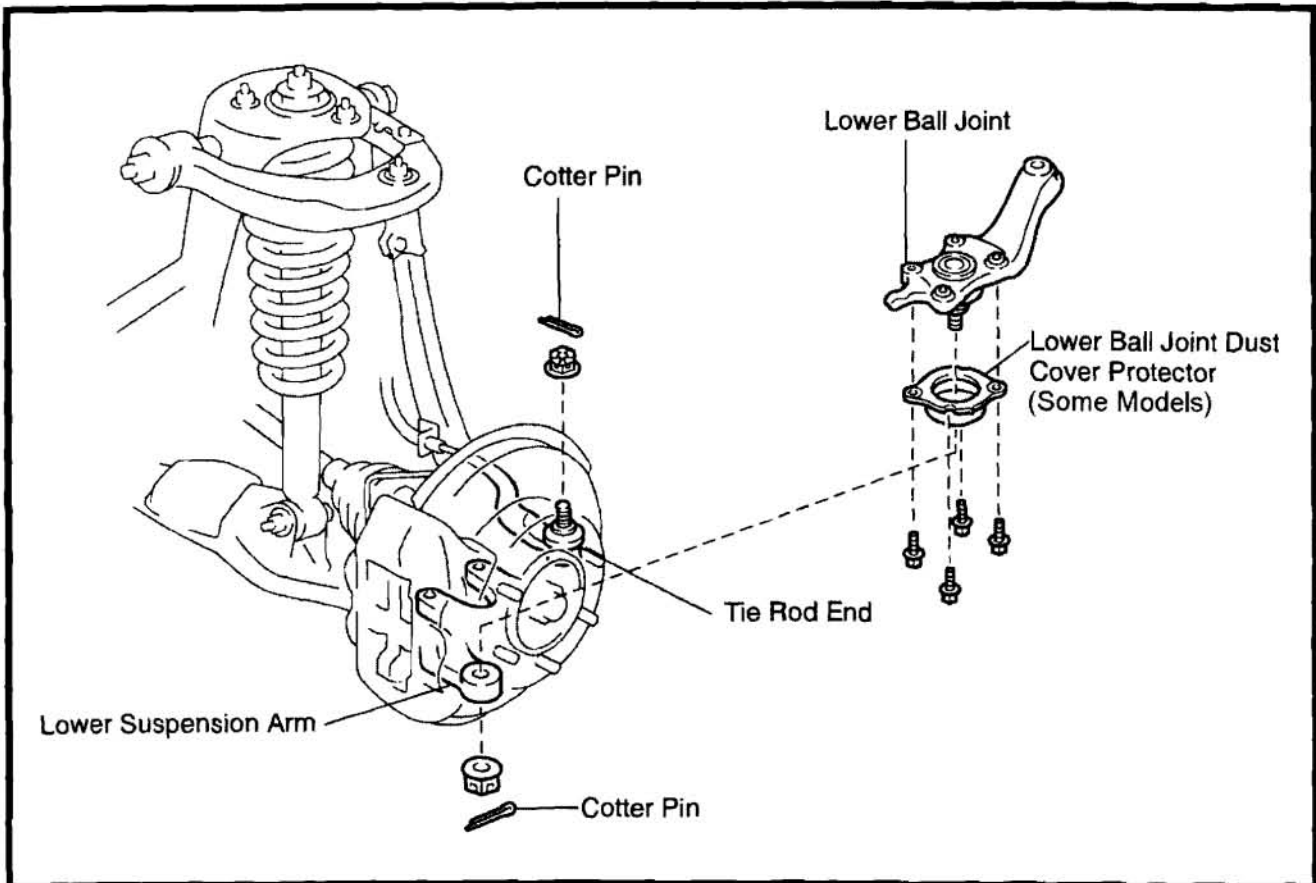
- Standard hand tools
- SST 09610-20012
- SST 09628-62011
- Torque wrench

## IV. BACKGROUND

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.

## V. WORK PROCEDURE

### A. REPLACE THE FRONT SUSPENSION LOWER BALL JOINTS



- 1) Replace the "**Front Suspension Lower Ball Joints**" as outlined in the repair manual (TIS keyword: "Front Lower Ball Joint Removal & Front Lower Ball Joint Installation".)

### B. INSPECT AND ADJUST THE FRONT WHEEL ALIGNMENT

- 1) Inspect and adjust the "**Front Wheel Alignment**" as outlined in the repair manual (TIS keyword: "Front Wheel Alignment".)

## VI. RECALLED PARTS DISPOSAL

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused.

## VII. APPENDIX

### PARTS KIT CONTENTS

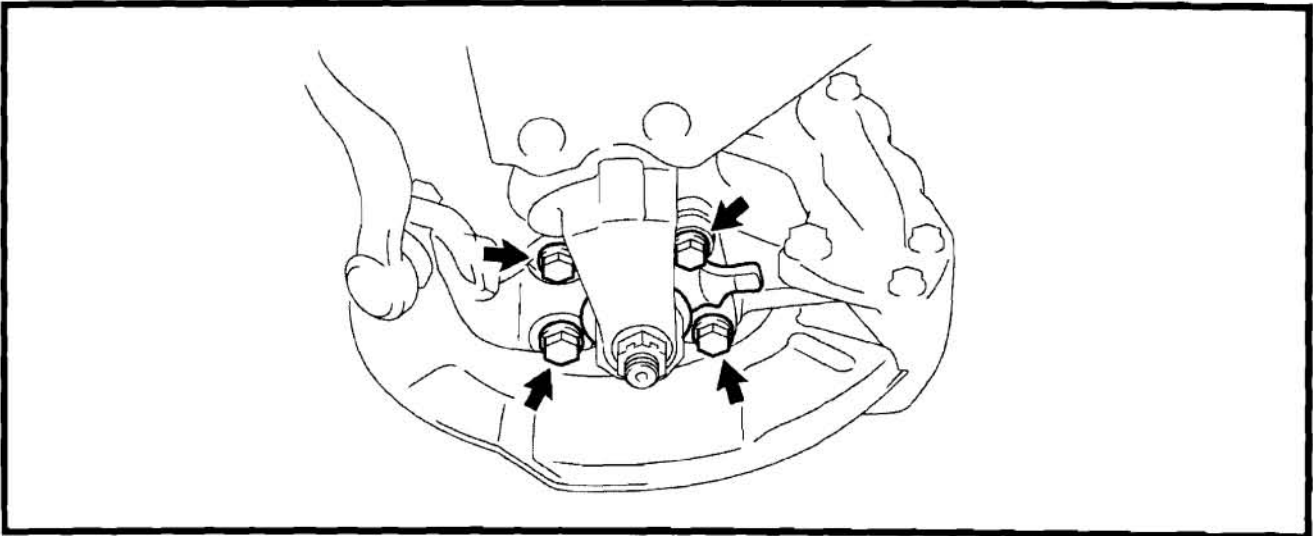
Part Number	Part Description	Quantity
04006-62134	Lower Ball Joint Kit	1

**The Lower Ball Joint Kit listed above includes the following parts:**

- 43340-34012, Lower Ball Joint Assembly LH (Quantity 1)
- 43330-34032, Lower Ball Joint Assembly RH (Quantity 1)
- 90252-03015, Cotter Pins (Quantity 2)
- 95381-03225, Nut (Quantity 2)

### REFERENCE FOR EARLY 2004 MODEL YEAR TUNDRA VEHICLES

- Please note that **all 2004 Model Year vehicles require Ball Joint Replacement** either under SSC 70B or SSC 50J. However, you may encounter some early 2004 vehicles with either the 70B or 50J ball joint.
- The following procedure will help you identify which campaign the early 2004 Model Year vehicle falls under.



1) Confirm the size of the "**Front Suspension Lower Ball Joint Bolt Heads.**"

a) For vehicles with...

**14mm bolt heads**

- Vehicle is involved in SSC 50J. See SSC 50J instructions and replace the ball joint. Please note previous instructions for 50J should be replaced with revised ones available from TIS which reflect that 17 mm bolt heads fall under 70B.

**17mm bolt heads**

- The vehicle is involved in SSC 70B.
- Proceed to **A. REPLACE THE FRONT SUSPENSION LOWER BALL JOINTS** on page 5.