

Lonnie Peterson / TMS Toyota Customer Services
Product Quality and Service Support, Quality Compliance
November 12, 2014
Approved By: Bob Waltz

To: All Toyota Dealers
From: Product Support Division

Safety Recall E06
56 Specific 2011 MY Camry Vehicles Distributed to Guam and Saipan
Front Suspension Lower Ball Joint Boot Leak

On November 12, 2014, Toyota will file a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) informing the agency of our intent to conduct a voluntary Safety Recall on 56 specific 2011 Model Year Camry vehicles **distributed to Guam and Saipan.**

This Safety Recall does not involve any vehicle in the mainland United States, Alaska, Hawaii, or other U.S. Territories other than Guam and Saipan. This information is being provided for reference purposes only. Toyota will be identifying VINs covered by this Safety Recall in TIS under designation E06. In the unlikely event one of these vehicle is brought to your dealership that is covered by Safety Recall E06, please contact Quality Compliance at 310-468-5516 for handling information.

Customer and Media Contacts

- A FAQ has been attached for your use in the event you receive a customer contact. If a customer has further questions, please direct the inquiry 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.
- ***In the event you are contacted by the News media***, it is imperative that all media contacts (local and national) receive a consistent message. Please direct all media contacts to Cindy Knight (310) 468-2170, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate. Please provide these contacts to only media associates.)



Safety Recall E06

56 Specific 2011 MY Camry Vehicles *Distributed to Guam & Saipan ONLY*
Front Suspension Lower Ball Joint Boot Leak

Customer Frequently Asked Questions

Published Mid-November, 2014

We at Toyota care greatly about your safety. We are providing the following information to keep you informed of the details specific to this recall.

Q1: What is the condition?

A1: The front suspension system contains a lower ball joint which connects the front suspension lower arm to the knuckle arm. In the assembly process, the rubber boot on the ball joint could have been damaged by insufficiently maintained equipment. If the rubber boot is damaged, lubricant grease inside the ball joint could leak from the damaged boot, causing the ball joint to wear and loosen prematurely. If the vehicle is continuously operated in this condition, the lower ball joint may separate from the knuckle and could cause a loss of vehicle control, increasing the risk of a crash.

Q2: What is Toyota going to do?

A2: In Mid-December, 2014, Toyota will send an owner notification letter by first class mail to owners of vehicles covered by this Safety Recall.

Any authorized Toyota dealer will inspect the front suspension lower ball joint boots and, if necessary based upon the inspection, replace the ball joint at no charge to you. The inspection, and if necessary, replacement will be performed at **No Charge** to you.

Q2a: How long will the repair take?

A2a: The inspection will take approximately 15 minutes; if the ball joint requires replacement the repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q2b: Will an alignment be performed on my vehicle?

A2b: If ball joint replacement is performed, a vehicle alignment will also be performed at **No Charge** to you.

Q3: Are there any warnings or indicators before this condition occurs?

A3: No, there are no warnings or indicators before this condition occurs. However, you may notice an abnormal noise from the front suspension area. If you notice anything unusual, please contact your dealer for diagnosis and repair.

Q4: Which and how many vehicles are covered by this Safety Recall?

A4: There are 56 vehicles covered by this Safety Recall. All of the affected vehicles are located in *Guam and Saipan, NO VEHICLES ARE IN THE MAINLAND U.S., ALASKA, HAWAII, OR OTHER U.S. TERRITORIES.*

Q4a: Are there any other Toyota, Lexus or Scion vehicles covered by this Safety Recall in the U.S.?

A4a: No, there are no other models covered by this campaign.

Q4b: Why is my Camry / Camry HV not covered by this campaign?

A4b: Toyota has identified that the affected parts were produced at a sub-assembly plant, then shipped to vehicle assembly plants in Japan and Russia. Camry and Camry HV vehicles produced at other plants are not affected. The vehicles produced at the subject vehicle assembly plants are not distributed to U.S. states or territories other than Guam and Saipan.

Q5: How does Toyota obtain my mailing information?

A5: Toyota uses an industry provider who works with each state's Department of Motor Vehicles (DMV) to receive registration or title information, based upon the DMV records. Please make sure your registration or title information is correct.

Q6: Do I need my owner letter to have the remedy performed?

A6: You do not need an owner letter to have this recall completed; however, to assist the dealer in confirming vehicle eligibility, we request that you present this notice at the time of your service appointment.

Q7: What if I previously paid for repairs to my vehicle for this condition?

A7: Reimbursement consideration instructions will be provided in the owner letter.

Q8: What if I have additional questions or concerns?

A8: If you have additional questions or concerns, please contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 6:00 pm, or Saturday 7:00 am through 4:00 pm Pacific Time.