

Attention List (1)

**Involved vehicles are introduced to your market.**

**RECALL / SPECIAL SERVICE CAMPAIGN**

**Subject: Front Suspension Lower Ball Joint on Certain 2011-14MY TMC/TMR Camry**

TO:	Mr. Des Graham President ATKINS KROLL, INC. <b><u>GUAM</u></b>
cc:	Mr. Arnold Sikat, Service Manager
TO:	Mr. Des Graham President ATKINS KROLL (Saipan) <b><u>SAIPAN</u></b>
cc:	Mr. Douglas A. Brennan, VP/General Manager Mr. Arnold Sikat, Service Manager Mr. Newman Techur, Service Manager

**TOYOTA**TEL : +81-52-604-2265  
FACSIMILE:81-52-602-2181**TOYOTA MOTOR CORPORATION**NAGOYA WHARF CENTER  
33-3,SHINPO-CHO,TOKAI,  
AICHI,476-0005 JAPAN

\*Ref.: 4KET-1319

November 10, 2014

Dear Sir:

**RECALL CAMPAIGN / SPECIAL SERVICE CAMPAIGN****Subject: Front Suspension Lower Ball Joint on Certain 2011-14MY TMC/TMR Camry**

This is to inform you that Toyota has decided to initiate a Recall Campaign / Special Service Campaign to inspect and replace the front suspension lower ball joint if needed.

**Please keep this information as confidential until November 12, 2014, 14:00. (JST)**

In order to fulfill Toyota's commitment to customer satisfaction, we kindly ask for your cooperation in implementing this service campaign in your country, as soon as the necessary parts become available at your end.

For your convenience, we have enclosed detailed procedures to smoothly implement this campaign. Please thoroughly review the enclosed information and familiarize your staff with the procedures.

We would greatly appreciate your utmost cooperation and assistance in seeing that this service campaign is carried out efficiently to cause the least possible inconvenience to our customers.

Very truly yours,

TOYOTA MOTOR CORPORATION

Yoshiro Nobe  
General Manager  
Overseas Service Division

Enclosures: 1) Sample of Owners Notification Letter  
2) Questions and Answers  
3) Technical Instructions  
4) Affected VIN list  
\*DIR and WCPP will be provided at a later date

## 1. Affected Vehicle VIN Ranges:

Model Name	Model Code	VIN Range			Production Period
		WMI	VDS	VIS	
CAMRY	AHV40	JTN	BB3EK#	#3054516 - #3054656	March 8 <sup>th</sup> , 2011 through August 14 <sup>th</sup> , 2014
	ACV40		BE40K#	#3211800 - #3213493	
	ASV40		BF3EK#	#3013219 - #3014055	
	GSV40		BK40K#	#3052672 - #3052781	
	ACV40	XW7	BE40K#	#S030131 - #S035570	
	GSV40		BK40K#	#S005432 - #S006485	
	AVV50	JTN	BD4FK#	#3001010 - #3002353	
	ASV50		BF4FK#	#3001019 - #3029287	
	ASV50		BFYFK#	#3001018 - #3029242	
	GSV50		BK4FK#	#3001020 - #3003563	
	GSV50		BKYFK#	#3001014 - #3003499	
	ASV50		XW7	BF4FK#	
	ACV51	BH4FK#		#S000021 - #S013680	
	GSV50	BK4FK#		#S000029 - #S011117	
	GSV50	BKYFK#		#S008319 - #S011664	

**Note:** Although the involved vehicles are within the above VIN ranges, not all vehicles in these ranges were sold in your country.

As for the total number of affected vehicles shipped to your country, please refer to the attached VIN list.

## 2. Description of Defect:

The front suspension system contains a lower ball joint which connects the front suspension lower arm to the knuckle arm. After assembly of the ball joint to the knuckle arm, the rubber boot on the ball joint could have been damaged by insufficiently maintained part carrier 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.

Note: Enclosed are "Questions and Answers" sheets for possible inquiries from customers, mass media and the authorities.

## 3. Notification to Owners:

Please notify all owners of affected vehicles by mail, telephone or other means available to return their vehicles to their nearby Toyota dealer for the implementation of this service campaign free of charge, as soon as necessary parts become available at your dealership.

For your reference, we are enclosing a sample owner notification letter.

**4. Correction Procedures:**

Refer to the "Technical Instructions" enclosed.

**5. Correction Parts:**

Parts Number	Parts Descriptions	Qty / unit	Remarks
04004-64133	Front Lower Ball Joint Assembly RH Kit	0 or 1 (If needed)	inspect NG case only
04004-64233	Front Lower Ball Joint Assembly LH Kit	0 or 1 (If needed)	inspect NG case only
90177-22001	Front Axle Shaft Nut	0 or 1 or 2 (If needed)	For ball joint replacement

We kindly ask you to proceed with preparation of necessary parts, so that you will be able to carry out the correction immediately after starting the campaign.

**[For Recall Campaign]**

Please urgently place an initial air order by return with your normal parts supply channel using your normal parts order method.

- Notes: (1) Please do not mix this order with others and quote this letter No. 4KET-1319 and the wording of "Special Air Order for Campaign of Front suspension lower ball joint on certain 2011 - 14MY TMC/TMR Camry".
- (2) Please place additional parts orders by air according to the progress of the Campaign and your parts stock.

**6. Reimbursement:**

"Warranty Claim Preparation Procedures" will be provided at a later date. Since this service campaign is performed at no cost to the customer, the costs and/or expenses incurred in implementing the campaign will be reimbursed as per the "WCPP".

**7. Collection of Information:**

If news or article concerning this campaign is found in your country, please furnish us with such information by facsimile.

**8. Defect Information Report (DIR):**

Currently we are preparing a sample DIR to be submitted to your authorities. The DIR will be provided early tomorrow. Once we provide the sample DIR, please prepare a DIR and notify your authorities of the implementation of this Recall Campaign on or after November 12th. In order for us to notify our authorities, please be sure to submit a copy of the DIR to us.

**9. Inquiry:**

Should any matter require clarification, please do not hesitate to contact your facing department of our division, Overseas Service Division.