

## **TMC/TMR Camry - Front Suspension Lower Ball Joint Q&A**

### **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. 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.

### **Q2: What is Toyota going to do?**

A2: Owners of the vehicles covered by this campaign will receive an owner notification letter via first class mail. Any authorized Toyota dealer will inspect and replace the front suspension lower ball joint if necessary. The inspection, and if necessary, replacement will be performed at **NO CHARGE** to you.

### **Q3: Are there any warnings before this condition exists?**

A3: No. There are no warnings before this condition exists.

### **Q4: Which and how many vehicles are covered?**

A4: There are approximately 131,000 vehicles covered by this Campaign.

Model Name	Model Code	VIN Range			Production Period
		WMI	VDS	VIS	
CAMRY / CAMRY HV	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	XW7	BKYFK#	#3001014 - #3003499	
	ASV50		BF4FK#	#S000073 - #S065462	
	ACV51		BH4FK#	#S000021 - #S013680	
	GSV50		BK4FK#	#S000029 - #S011117	
	GSV50		BKYFK#	#S008319 - #S011664	

### **Q4a: Are there any other Toyota/Lexus/Scion vehicles covered by this campaign?**

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

### **Q4b: Why are other vehicles not covered by this campaign?**

A4b: The suspension lower ball joint on other vehicles are different products.

### **Q4c: Why is my Camry/Camry-HV not covered by this campaign?**

A4c: Toyota identified that the affected parts were produced at the specific plant then supplied to TMC and TMR vehicle assembly plant only. Other Camry and Camry HV vehicles built in other plant are not affected to this condition.

**Q5: How long will the repair take?**

A5: The inspection will take approximately 15 minutes. In case of the replacement required, it will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**Q6: What if an owner has additional questions?**

A6: Owners who have questions about this campaign or immediate concerns about their vehicle should contact their local Toyota dealer for any assistance.