

TO: ALL TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50J PHASE 1
(FRONT SUSPENSION LOWER BALL JOINT)

As announced in May, 2005, Toyota will initiate a Special Service Campaign in several phases to replace the Front Suspension Lower Ball Joints on certain 2001 – 2002 4Runner, 2001 – mid-2004 Tacoma 4WD and PreRunner, 2002 – early 2004 Sequoia and Tundra vehicles. This notification is being sent to advise you of the launch of Phase 1 of this campaign. Each subsequent phase will be launched consistent with parts availability.

On certain 2001 – 2002 Model Year 4Runner, 2001 – mid-2004 Model Year Tacoma 4WD and PreRunner, and 2002 – early 2004 Model Year Sequoia and 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. If the vehicle is continued to be operated in this condition, in extreme cases, the lower ball joint may separate from the knuckle 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 owner notification (Phase 1) of the campaign and your degree of involvement.

1. Owner Notification Letter Mailing Date

The owner notification (Phase 1) will commence in mid-July, 2005. Please note that 4Runner Owners will be contacted in greater number for this phase, consistent with the greater availability of 4Runner parts.

Owner letters will be mailed based upon part number and production date, starting with earlier production vehicles.

Please note that not all vehicles in the VIN range are affected by this SSC. Please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs.**

2. 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 inspections/replacements have been performed.

3. Number of Involved Vehicles for Phase 1

The approximate numbers of vehicles involved in the U.S. for Phase 1 are:

Model Year	Model	Vehicles Sold
2001 – 2002	4Runner	18,921
2001 – mid-2004	Tacoma 4WD and PreRunner	34,224
2002 – early 2004	Sequoia and Tundra	43,493

4. Dealer/Owner Lists for Phase 1

Affected vehicle VIN lists for Phase 1 (VIN only due to changes in Privacy Laws) for the SSC 50J campaign 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.

Reports will be issued for each subsequent phase accompanied by a separate Dealer cover letter announcing the next phase.

NOTE:

Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

5. Repair Procedures

Refer to the attached Technical Instructions and appropriate Repair Manual as indicated.

6. 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. Dealers should not order parts if they do not have any vehicles listed on their dealer reports, or until they have a confirmed owner appointment.

- 4Runner

Part Number	Part Description	Qty.
04005-02235	Lower Ball Joint Kit	1

- Tacoma 4WD & PreRunner

Part Number	Part Description	Qty.
04005-03235	Lower Ball Joint Kit	1

There are two different Lower Ball Joint Kit part numbers applicable to Sequoia and Tundra vehicles based upon model and production date. To assist dealers in determining the correct part number to order, a website has been set up to look up part numbers by VIN. Please go to <http://50lookup.imagespm.info> (also linked through TIS), enter the VIN, and the correct part number to order will be displayed. **The website is for part application reference only and will not order the part nor will it confirm campaign completion status.**

- Sequoia and Tundra (Production Date: August, 2001 ~ July/August, 2002)

Part Number	Part Description	Model	Qty.
04005-04134	Lower Ball Joint Kit	Sequoia	1
		Tundra	

- Sequoia and Tundra (Production Date: July/August, 2002 ~ September, 2003)

Part Number	Part Description	Model	Qty.
04005-21134	Lower Ball Joint Kit	Sequoia	1
		Tundra	

To prevent parts shortages and excess parts stock at dealerships, the “Suggested Initial Parts Order Quantity” has been provided in each Phase 1 Dealer/Owner List (sent to each dealer’s Service and Parts Managers) as a guide. This will assure an adequate and balanced parts inventory. UIO by state matrixes for Phase 1 are listed below to inform dealers of the number of 4Runner, Tacoma 4WD and PreRunner, Sequoia, and Tundra vehicles in their area.

The following state matrix shows the UIO by state for 4Runner vehicles for Phase 1.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	48	GA	904	ME	56	NJ	643	SD	21
AL	366	IA	56	MI	142	NM	115	TN	436
AR	91	ID	56	MN	123	NV	309	TX	1936
AZ	684	IL	504	MO	196	NY	889	UT	147
CA	3536	IN	104	MS	123	OH	329	VA	846
CO	458	KS	108	MT	40	OK	110	VT	33
CT	237	KY	170	NC	552	OR	185	WA	289
DC	21	LA	227	ND	7	PA	502	WI	217
DE	27	MA	423	NE	53	RI	41	WV	76
FL	1514	MD	460	NH	97	SC	375	WY	12

The following state matrix shows the UIO by state for Tacoma 4WD & PreRunner vehicles for Phase 1.

STATE	UIO								
AK	137	GA	1234	ME	237	NJ	467	SD	34
AL	733	IA	96	MI	183	NM	347	TN	632
AR	375	ID	203	MN	176	NV	466	TX	2620
AZ	1321	IL	303	MO	255	NY	757	UT	307
CA	8206	IN	200	MS	271	OH	519	VA	1275
CO	943	KS	175	MT	102	OK	231	VT	263
CT	322	KY	462	NC	1264	OR	651	WA	940
DC	12	LA	649	ND	15	PA	1105	WI	218
DE	54	MA	832	NE	84	RI	134	WV	398
FL	2328	MD	708	NH	329	SC	480	WY	72

The following state matrix shows the UIO by state for Sequoia/Tundra (P/N 04005-04134) vehicles for Phase 1.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	57	GA	855	ME	89	NJ	355	SD	39
AL	356	IA	76	MI	142	NM	163	TN	363
AR	192	ID	104	MN	228	NV	277	TX	2058
AZ	518	IL	384	MO	206	NY	479	UT	199
CA	4672	IN	224	MS	211	OH	319	VA	545
CO	482	KS	150	MT	66	OK	252	VT	66
CT	182	KY	219	NC	552	OR	268	WA	382
DC	11	LA	501	ND	13	PA	373	WI	186
DE	24	MA	426	NE	64	RI	46	WV	71
FL	1646	MD	392	NH	131	SC	308	WY	38

The following state matrix shows the UIO by state for Sequoia/Tundra (04005-21134) vehicles for Phase 1.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	82	GA	1069	ME	117	NJ	354	SD	31
AL	491	IA	74	MI	168	NM	175	TN	406
AR	220	ID	111	MN	195	NV	342	TX	2411
AZ	612	IL	427	MO	205	NY	604	UT	177
CA	5798	IN	187	MS	275	OH	344	VA	638
CO	458	KS	155	MT	60	OK	294	VT	69
CT	181	KY	246	NC	715	OR	295	WA	414
DC	10	LA	530	ND	17	PA	485	WI	245
DE	51	MA	502	NE	58	RI	72	WV	111
FL	1949	MD	452	NH	127	SC	413	WY	49

7. **Reimbursement Procedures**

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation code to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
50J	5522DA	Replace the right and left front suspension lower ball joint assembly and check the toe-in	1.2 Hr/Veh
50J	5522DK	Replace the right and left front suspension lower ball joint assembly and check & adjust the front wheel alignment	2.6 Hr/Veh

NOTE: The above flat rate times include 0.1 hour in each campaign for administrative cost per unit for the dealership.

8. Subsequent Phases

Subsequent phases of this campaign will be launched consistent with parts availability. A separate dealer cover letter and VIN listing will be provided at the initiation of each subsequent phase.

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 (SSC)

2001 – 2002 Model Year 4Runner

2001 – mid-2004 Model Year Tacoma 4WD and PreRunner

2002 – early 2004 Model Year Sequoia and Tundra

Front Suspension Lower Ball Joint Q&A

Q1: What is the condition?

A1: On certain 2001 – 2002 Model Year 4Runner, 2001 – mid-2004 Model Year Tacoma 4WD and PreRunner, and 2002 – early 2004 Model Year Sequoia and 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. If the vehicle is continued to be operated in this condition, in extreme cases, the lower ball joint may separate from the knuckle 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: During the manufacturing process, there is a possibility that the surface of the ball portion of the ball joint may have been scratched. It was discovered that Front Suspension Lower Ball Joint wear could be accelerated by the ball surface scratch under a specific test condition, when compared to ball joints without the surface scratch.

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 Sold
2001 – 2002	4Runner	100,000
2001 – mid-2004	Tacoma 4WD and PreRunner	300,000
2002 – early 2004	Sequoia and Tundra	390,000

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

A5: The affected Toyota vehicles were produced:

Model Year	Model	Production Period
2001 - 2002	4Runner	May 22, 2001 – August 23, 2002
2001 - 2004	Tacoma 4WD and PreRunner	July 31, 2001 – December 23, 2003
2002 - 2004	Sequoia and Tundra	August 1, 2001 – September 30, 2003

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

A6: No, this specific condition only affects certain 2001 – 2002 4Runner, 2001 – mid-2004 Tacoma 4WD and PreRunner, and 2002 – early 2004 Sequoia and Tundra vehicles.

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

A7: There have been 6 cases of this condition confirmed by Toyota in the affected vehicles. Other than above 6 cases, there have been 34 case reports which may relate to this condition.

Q8: Have there been any accidents reported?

A8: There have been two minor 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 has been no injury 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 late June, 2005 and be completed around December, 2005. 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.



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: SPECIAL SERVICE CAMPAIGN (SSC) – 50J UPDATE
(FRONT SUSPENSION LOWER BALL JOINT)

We have received some reports from dealerships and field staff that the Ball Joint Kits directed to be used by the Technical Instructions and Parts Look-Up website, for the Sequoia and Tundra models, may not fit on a limited number vehicles involved in SSC 50J. Based upon these reports, we have been able to determine the following two separate issues:

- VIN break-point between the two Sequoia/Tundra Ball Joint Kit part numbers (04005-04134 and 04005-21134) can not be accurately determined using available data at this time (late 2002 model year vehicles)
- Sequoia and Tundra vehicles that are not involved have been included in the campaign toward the end of the overall VIN range (late 2003/early 2004 model year vehicles).

The following amended technical instructions have been developed to inspect the vehicles to determine which part to use and/or determine if the vehicle is affected. TMS is also updating the Parts Look-Up website to refer dealers to the amended technical instructions for these specific “gray” area vehicles. An additional inspection only operation code is being set up for the limited number of late 2003/early 2004 Sequoia and Tundra vehicles that were mistakenly included in the campaign.

1. Repair Procedures

Refer to the attached amended Technical Instructions and appropriate Repair Manual as indicated.

NOTE: When tightening the 4 bolts that attach the ball joint to the steering knuckle, please use the torque specifications which have been updated in the Technical Instructions.

2. VIN Ranges

The vehicles in the VIN range below will require inspection to determine the correct Ball Joints (04005-04134 or 04005-21134) to install. Please refer to Appendix A of the attached amended technical instructions.

VEHICLE	MY	VDS	START	END
Sequoia	2002	BT44A	S136362	S137479
		BT48A	S136360	S137474
		ZT34A	S136356	S137484
		ZT38A	S136364	S137473

Approximate UIO 1,100

VEHICLE	MY	VDS	START	END
Tundra	2002	BN441	S332613	S332707
		BT441	S330331	S332720
		BT481	S330344	S332685
		JN321	S330791	S332714
		KT441	S330407	S332706
		RN341	S330794	S332719
		RT341	S330792	S332721
		RT381	S330795	S332666

Approximate UIO 2,000

(VIN Ranges continued)

The vehicles in the VIN range below will require the use of Appendix B of the amended technical instructions to determine if the Ball Joint needs to be replaced or not.

VEHICLE	MY	VDS	START	END
Sequoia	2004	BT44A	S206013	S209099
		BT48A	S205495	S209101
		ZT34A	S206169	S209916
		ZT38A	S206167	S209912

Approximate UIO 5,900

VEHICLE	MY	VDS	START	END
Tundra	2003	BN441	S433917	S434010
		BT441	S437555	S439612
		BT481	S437842	S439613
		JN321	S435972	S436914
		KT441	S438306	S439601
		RN341	S435838	S436915
		RT341	S437758	S439732
		RT381	S438287	S439716
	2004	BN441	S434011	S434105
		BT441	S439614	S441496
		BT481	S439615	S441489
		JN321	S436917	S438452
		KT441	S439633	S441402
		RN341	S436916	S438449
RT341	S439161	S441893		
RT381	S439739	S441891		

Approximate UIO 9,200

3. Reimbursement Procedures

An additional inspection only op. code has been added for the late 2003/early 2004 model year Sequoia and Tundra inspection (Appendix B). Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

SSC #	Op. Code	Description	Flat Rate Hour
50J	5522D1	Ball joint inspection for Sequoia and Tundra vehicles equipped with the newer style ball joint	0.4 Hr/Veh

NOTE: The above flat rate times include 0.1 hour in each campaign for administrative cost per unit for the dealership.

Please note that this does not impact 4Runner and Tacoma vehicles.

All other information for this campaign remains unchanged. Please refer to the SPECIAL SERVICE CAMPAIGN (SSC) – 50J PHASE 1 (FRONT SUSPENSION LOWER BALL JOINT) Region/Dealer letter for additional information. The technical instructions in TIS will also be updated to reflect the amended procedures.

We apologize for any inconvenience this may have caused.

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.