

SSC 20A – 1996 TO EARLY 1998 MY TOYOTA 4RUNNER REAR SUSPENSION SAFETY RECALL FOLLOW-UP 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 determined that a defect, which relates to motor vehicle safety, exists in certain 1996 to early 1998 Model Year Toyota 4Runner vehicles. Our records indicate that you own a vehicle that has not yet had this condition corrected.

What is the problem?

- A combination of heavy loading (simultaneous loading to rear gross axle weight rating (rear GAWR) and gross vehicle weight rating (GVWR)) and specific severe steering maneuvers observed during testing may cause the 1996 to early 1998 model year (MY) 2WD 4Runner to lose directional stability. This may result in a loss of control and may increase the risk of an accident.
- Toyota has included the 1996 to early 1998 4WD 4Runners in this SSC, although the 4WD has different rear suspension characteristics. The Special Service Campaign may have a beneficial effect on ride comfort for 1996 to early 1998 MY 4WD 4Runners under certain load and rough road conditions.

What will Toyota do?

- Any Toyota dealer will replace certain rear suspension components at **NO COST** to you.

What should you do?

- As your dealer must make arrangements to assure the necessary parts are in stock, please contact your authorized Toyota dealer to make an appointment at your earliest convenience.
- The labor time necessary is approximately one hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.
- **Please present this notice to your Toyota Dealer when you bring the vehicle in for 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.
- Please contact any Toyota dealer or call the Toyota Customer Assistance Center at 1-800-331-4331.

What if you have other questions?

- 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 888-327-4236.

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 the Toyota 4Runner.

Sincerely,

TOYOTA MOTOR SALES, U.S.A., INC.

Spanish translation on reverse side
Traducción en español en el reverso