

Recall / Special Service Campaign of Front Lower Arm replacement on certain Toyota
RAV4

Dear Toyota Owner:

We thank you very much for your patronage of Toyota. We are dedicated to providing vehicles of outstanding quality and value. As part of our constant efforts to provide the best in customer satisfaction, we have decided to carry out a Recall / Special Service Campaign for your vehicle.

What is the problem?

The front lower suspensions arms, which connect to the front wheels, on the subject vehicles may have been manufactured with improperly produced material. If a vehicle is driven frequently with rapid acceleration and deceleration over its lifetime, an involved front lower suspension arm can eventually separate, resulting in a loss of vehicle control and increasing the risk of a crash.

What will Toyota do?

Any Toyota dealer will replace the front lower arm at **NO CHARGE** to you.

What should you do?

Please contact your Toyota dealer as soon as possible to schedule an appointment to have the repair performed.

The labor time for the repair is approximately **3 hours. It depends on the vehicles and the remedy.** 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 the 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.

If you have other questions?

Please contact any Toyota dealer or call **BUMC s.a.l.** +961 5 959 996

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconveniences this condition may have caused you.

Thank you for driving a Toyota.