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February 12, 2024

ATTY. MELQUIADES MARCUS N. VALDEZ II

Director
Consumer Protection & Advocacy Bureau (CPAB)
Department of Trade and Industry

Subject: Special Service Campaign for Front Shock Absorber Nut on Avanza, Veloz and Yaris Cross

Dear Atty. Valdez,

As part of its corporate commitment to product safety and quality, Toyota has launched a Special Service Campaign to retighten the front shock absorber nut in certain models particularly Avanza, Veloz and Yaris Cross.

In the Philippine market, the Special Service Campaign will cover a total of **40,308** officially sold vehicles:

Brand	Model	No. of Vehicles	Production period
Toyota	Avanza/Veloz	36,930	January 07, 2022 through September 04, 2023
	Yaris Cross	3,378	May 29, 2023 through September 04, 2023
Nothing Follows			

Due to incorrect tightening instructions for the front shock absorber nuts, these nuts may not be adequately tightened. If the vehicle is operated continuously in this condition, the nuts may become loose, causing abnormal noise. In the worst case, these nuts may come off, posing a risk to vehicle stability.

Our authorized dealers will conduct a re-tightening of the front shock absorber nuts and inspect for any missing or damaged related parts. This remedial action will be carried out at **NO CHARGE** to the vehicle owners.

To verify whether their vehicle is impacted by the service campaign and to obtain additional information, vehicle owners can visit the website at <https://online.toyota.com.ph/service-campaign> or scan the QR code provided.



We look forward to your usual kind understanding and support.

Very truly yours,

BERNARDINO C. AREVALO
First Vice President
Customer Service Operations
Marketing Division

Cc: **ATTY. RUTH B. CASTELO**
Undersecretary
Consumer Protection Group
Department of Trade and Industry

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