

Shock Absorber Replacement Criteria

Service Category Suspension

Section Front Suspension

Market USA

Toyota Supports
 ASE Certification 

Applicability

YEAR(S)	MODEL(S)	ADDITIONAL INFORMATION
2006 – 2012	4Runner, Avalon, Camry, Camry HV, Corolla, FJ Cruiser, Highlander, Highlander HV, Land Cruiser, Matrix, Prius, Prius C, Prius PHV, Prius V, RAV4, Sequoia, Sienna, Solara, Tacoma, Tundra, Venza, Yaris	

TSB SUPERSESSION NOTICE

The information contained in this TSB supersedes TSB No. SU007-06.

- Applicability has been updated to include 2008 – 2012 model year vehicles.

TSB No. SU007-06 is Obsolete and any printed versions should be discarded. Be sure to review the entire content of this service bulletin before proceeding.

Introduction

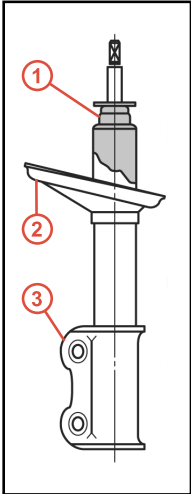
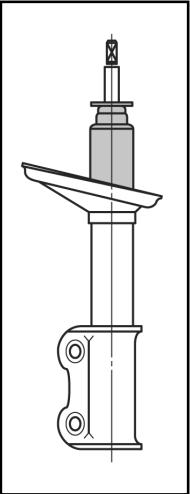
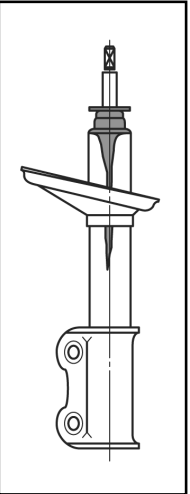
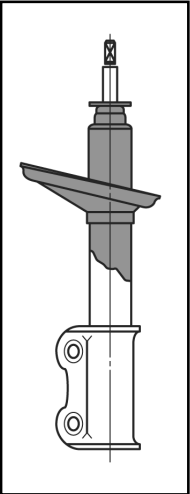
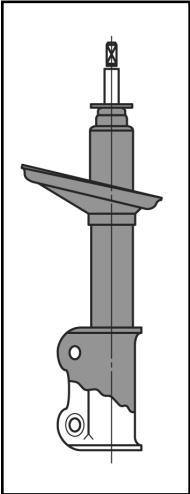
The purpose of this TSB is to provide a quick reference to assist in making easy judgements regarding shock absorber and strut replacements.

Warranty Information

OP CODE	DESCRIPTION	TIME	OFP	T1	T2
N/A	Not Applicable to Warranty	–	–	–	–

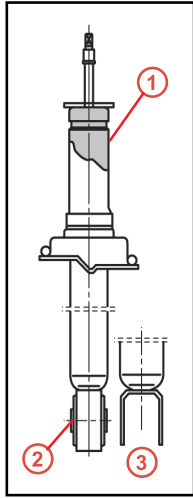
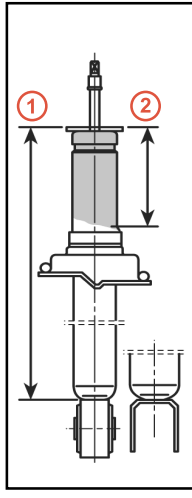
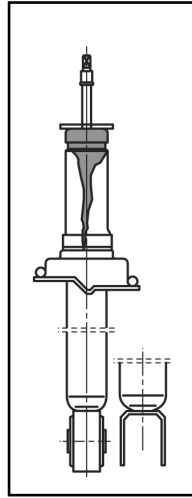
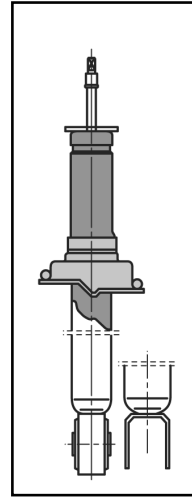
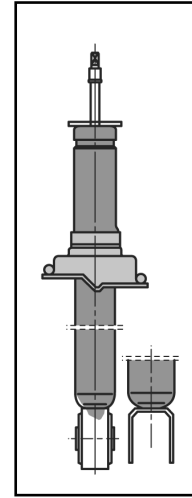
Shock Absorber Replacement Criteria

Inspection

STRUT TYPE:	LEVEL 5	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1						
Oil Leak Criteria	<p>Figure 1.</p>  <table border="1" data-bbox="423 995 612 1188"> <tr> <td>1</td> <td>Oil Seal Case</td> </tr> <tr> <td>2</td> <td>Spring Seat</td> </tr> <tr> <td>3</td> <td>Knuckle Bracket</td> </tr> </table>	1	Oil Seal Case	2	Spring Seat	3	Knuckle Bracket	<p>Figure 2.</p> 	<p>Figure 3.</p> 	<p>Figure 4.</p> 	<p>Figure 5.</p> 
	1	Oil Seal Case									
2	Spring Seat										
3	Knuckle Bracket										
Condition	Slight oil seepage from oil seal case	Moderate oil seepage from oil seal case	Oil leak/drip on the seal case, extending below the spring seat	Oil leak, covering top, spring seat, and part of strut body	Oil leak, covering entire strut body, spring seat, and knuckle bracket						
Action	Normal oil evaporation — NOT necessary to replace the shock absorber	Normal oil evaporation — NOT necessary to replace the shock absorber	Abnormal oil leak — Replace the shock absorber	Abnormal oil leak — Replace the shock absorber	Abnormal oil leak — Replace the shock absorber						

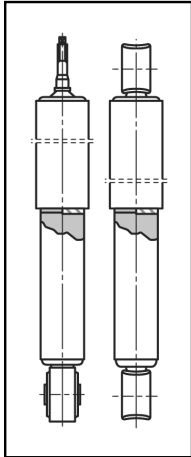
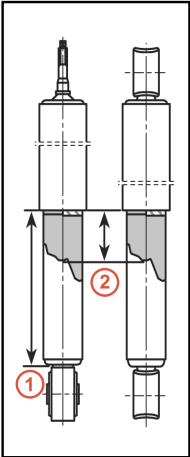
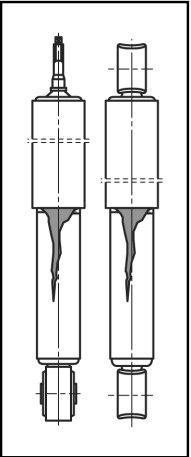
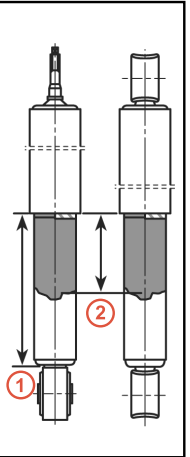
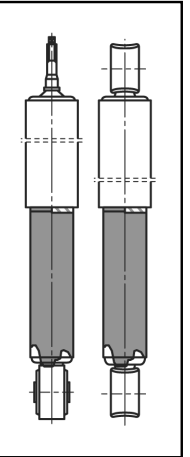
Shock Absorber Replacement Criteria

Inspection (Continued)

SHOCK ABSORBER TYPE WITH SPRING SEAT:	LEVEL 5	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1										
Oil Leak Criteria	<p>Figure 6.</p>  <table border="1" data-bbox="418 1071 609 1270"> <tr> <td>1</td> <td>Oil Seal Case</td> </tr> <tr> <td>2</td> <td>Lower Busing</td> </tr> <tr> <td>3</td> <td>Lower Bracket</td> </tr> </table>	1	Oil Seal Case	2	Lower Busing	3	Lower Bracket	<p>Figure 7.</p>  <table border="1" data-bbox="641 1071 831 1176"> <tr> <td>1</td> <td>Length</td> </tr> <tr> <td>2</td> <td>1/3 Length</td> </tr> </table>	1	Length	2	1/3 Length	<p>Figure 8.</p> 	<p>Figure 9.</p> 	<p>Figure 10.</p> 
	1	Oil Seal Case													
2	Lower Busing														
3	Lower Bracket														
1	Length														
2	1/3 Length														
Condition	Slight oil seepage from oil seal case	Moderate oil seepage from oil seal case	Oil leak/drip on the seal case, extending below the spring seat	Oil leak, covering top, spring seat, and part of shock body	Oil leak, covering entire shock body and spring seat, and extending to lower busing										
Action	Normal oil evaporation — NOT necessary to replace the shock absorber	Normal oil evaporation — NOT necessary to replace the shock absorber	Abnormal oil leak — Replace the shock absorber	Abnormal oil leak — Replace the shock absorber	Abnormal oil leak — Replace the shock absorber										

Shock Absorber Replacement Criteria

Inspection (Continued)

SHOCK ABSORBER TYPE:	LEVEL 5	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1								
Oil Leak Criteria	<p>Figure 11.</p> 	<p>Figure 12.</p>  <table border="1" data-bbox="646 1012 834 1121"> <tr> <td>1</td> <td>Length</td> </tr> <tr> <td>2</td> <td>1/3 Length</td> </tr> </table>	1	Length	2	1/3 Length	<p>Figure 13.</p> 	<p>Figure 14.</p>  <table border="1" data-bbox="1101 1012 1289 1121"> <tr> <td>1</td> <td>Length</td> </tr> <tr> <td>2</td> <td>1/2 Length</td> </tr> </table>	1	Length	2	1/2 Length	<p>Figure 15.</p> 
1	Length												
2	1/3 Length												
1	Length												
2	1/2 Length												
Condition	Slight oil seepage, covering approximately 1/4 of lower tube	Moderate oil seepage, covering approximately 1/3 of lower tube	Oil leak/drip down lower tube	Oil leak, covering 1/2 of lower tube	Oil leak, covering entire shock body and extending to lower bushing								
Action	Normal oil evaporation — NOT necessary to replace the shock absorber	Normal oil evaporation — NOT necessary to replace the shock absorber	Abnormal oil leak — Replace the shock absorber	Abnormal oil leak — Replace the shock absorber	Abnormal oil leak — Replace the shock absorber								