

# TOYOTA CUSTOMER SERVICES

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 Information

2006 MAY -9 A 9:29

OFFICE OF  
SALES & INVESTIGATION

TO: ALL PD DEALER OPERATIONS/PARTS & SERVICE VICE PRESIDENTS,  
ALL REGION/PD CUSTOMER SERVICE FIELD MANAGERS,  
ALL REGION/PD TECHNICAL SERVICE & TRAINING MANAGERS,  
ALL REGION/PD CUSTOMER SERVICE OPERATIONS MANAGERS

FROM: D. ZELLERS, *Dave*  
VICE PRESIDENT, PRODUCT QUALITY & SERVICE SUPPORT

SUBJECT: OWNER RENOTIFICATION OF NON-COMPLETED SERVICE CAMPAIGNS

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Service Campaigns completion is important not only in satisfying government requirements but also as an integral part of our commitment to meet customer expectations of Toyota products. In order to assure customer satisfaction, Toyota will renotify owners whose vehicles have not yet had applicable campaign repairs completed.

Please note these reminders may cause an increase in dealer campaign owner appointments.

1. **Campaign's Involved in this renotification**

SSC No.	SSC Description
SSC 10K	2001 Celica Airbag Connector
SSC 20B	2003 Corolla Rear Hub Bolts
SSC 20E	2001 through 2002 ECHO Rear Brake Tube <i>02V-268</i>
SSC 30E	2003 4Runner Rear Suspension
SSC 40K	2000 Celica and ECHO Master Cylinder Inspection <i>04V-455</i>
SSC 50C	2005 Tacoma Parking Brake Lock Nut <i>05V-050</i>
SSC 50N	1989 Through 1995 Truck 4WD Steering Relay Rod
	1990 Through 1995 4Runner 2WD and 4WD Steering Relay Rod
	1993 Through 1998 T-100 4WD Steering Relay Rod

2. **Dealer Renotification Letter Mailing Date**

Dealer Letters will be mailed in mid-April, 2006.

3. **Owner Renotification Letter Mailing Date**

The owner renotification will begin in late April, 2006, approximately one week after the dealer notification. The notifications will be mailed over a one month period.

4. **Technical Instructions**

Technical Instructions to conduct these campaigns can be found on TIS.

**5. Number of Involved Vehicles**

We have enclosed the following campaign Summary Reports in the Dealer Operations/Parts & Service VP's, CSFM's, TSTM's, and CSOM's package for campaigns involved in this email:

- Region/PD Summary Reports that provide an overview of the entire Region/PD for each campaign.
- A District Summary Reports that indicates the number of involved vehicles per dealership in each district for each campaign.

Due to privacy regulations Dealer Reports will only list the VINs involved in a specific campaign.

**6. Parts Ordering**

Please ask your dealers to follow the parts ordering instructions found in the Dealer Letter and Technical Instructions of the specific campaign. As a practice, they should utilize the following guidelines to determine their parts order for this reminder activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

**7. Vehicles in Dealer Stock**

Dealers are requested to perform campaign procedures on any vehicles in their stock prior to sale or lease. Dealers should always verify eligibility by consulting Dealer Daily/TIS prior to performing repairs.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

Enclosures



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
P.O. Box 2991  
Torrance, CA 90509-2991

TO: ALL TOYOTA DEALER SERVICE MANAGERS  
AND PARTS MANAGERS

SUBJECT: OWNER RENOTIFICATION OF NON-COMPLETED CAMPAIGNS

Campaign completion is important not only in satisfying government requirements but also as an integral part of our commitment to meet customer expectations of Toyota products. In order to assure customer satisfaction, Toyota will renotify owners whose vehicles have not yet had applicable SSC repairs completed.

We request your assistance in completing the applicable campaign repairs as owners receive the renotification postcard and contact your dealership. Please note the renotification activity may cause an increase in your current campaign owner appointments.

1. **Campaign's Involved in the renotification**

SSC No.	SSC Description
SSC 10K	2001 Celica Airbag Connector
SSC 20B	2003 Corolla Rear Hub Bolts
SSC 20E	2001 through 2002 ECHO Rear Brake Tube
SSC 30E	2003 4Runner Rear Suspension
SSC 40K	2000 Celica and ECHO Master Cylinder Inspection
SSC 50C	2005 Tacoma Parking Brake Lock Nut
SSC 50N	1989 Through 1995 Truck 4WD Steering Relay Rod 1990 Through 1995 4Runner 2WD and 4WD Steering Relay Rod 1993 Through 1998 T-100 4WD Steering Relay Rod

2. **Owner Renotification Letter Mailing Date**

The owner renotification will begin in late April, 2006, approximately one week after notification. The notifications will be mailed over a one month period.

3. **Technical Instructions**

Technical Instructions to conduct these campaigns can be found on TIS.

**4. Number of Involved Vehicles**

Due to privacy regulations, VIN only lists for the campaigns listed in **Section one** will be distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) where applicable. If there is no PMA for a vehicle, it reverts to the selling dealership. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

**SSC 10K**

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	0	GA	0	ME	0	NJ	0	SD	0
AL	0	IA	1	MI	1	NM	0	TN	5
AR	0	ID	0	MN	0	NV	0	TX	2
AZ	0	IL	0	MO	0	NY	0	UT	0
CA	12	IN	0	MS	0	OH	8	VA	0
CO	0	KS	0	MT	0	OK	0	VT	0
CT	0	KY	2	NC	0	OR	0	WA	0
DC	0	LA	0	ND	0	PA	1	WI	0
DE	0	MA	0	NE	0	RI	0	WV	0
FL	1	MD	0	NH	0	SC	0	WY	0

**SSC 20B**

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	2	GA	60	ME	0	NJ	5	SD	0
AL	21	IA		MI	8	NM	2	TN	16
AR	6	ID	2	MN	10	NV	23	TX	99
AZ	31	IL	30	MO	16	NY	16	UT	10
CA	311	IN	7	MS	4	OH	35	VA	8
CO	20	KS	3	MT	0	OK	7	VT	0
CT	0	KY	14	NC	61	OR	6	WA	13
DC	1	LA	20	ND	0	PA	3	WI	12
DE	0	MA	1	NE	4	RI	2	WV	0
FL	177	MD	5	NH	0	SC	22	WY	1

?2V-268)

**SSC 20E**

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	37	GA	599	ME	63	NJ	362	SD	5
AL	262	IA	56	MI	208	NM	86	TN	258
AR	110	ID	55	MN	144	NV	253	TX	1370
AZ	443	IL	359	MO	180	NY	621	UT	111
CA	4421	IN	187	MS	123	OH	443	VA	568
CO	215	KS	104	MT	25	OK	179	VT	40
CT	157	KY	219	NC	512	OR	243	WA	351
DC	43	LA	202	ND	5	PA	536	WI	150
DE	39	MA	282	NE	38	RI	35	WV	107
FL	2152	MD	478	NH	73	SC	196	WY	16

**SSC 30E**

STATE	UIO
AK	0
AL	4
AR	3
AZ	0
CA	2
CO	3
CT	4
DC	0
DE	1
FL	24

STATE	UIO
GA	20
IA	1
ID	1
IL	2
IN	3
KS	2
KY	9
LA	0
MA	9
MD	6

STATE	UIO
ME	0
MI	8
MN	0
MO	4
MS	0
MT	1
NC	9
ND	0
NE	0
NH	2

STATE	UIO
NJ	5
NM	0
NV	0
NY	8
OH	17
OK	0
OR	2
PA	8
RI	1
SC	3

STATE	UIO
SD	1
TN	21
TX	5
UT	0
VA	8
VT	1
WA	13
WI	1
WV	0
WY	1

*(04V-455)* **SSC 40K**

STATE	UIO
AK	79
AL	655
AR	279
AZ	1004
CA	9652
CO	749
CT	550
DC	75
DE	160
FL	4976

STATE	UIO
GA	1311
IA	186
ID	151
IL	1379
IN	561
KS	297
KY	746
LA	557
MA	1169
MD	1591

STATE	UIO
ME	150
MI	555
MN	338
MO	618
MS	261
MT	50
NC	1425
ND	32
NE	122
NH	290

STATE	UIO
NJ	1449
NM	238
NV	478
NY	1943
OH	1633
OK	418
OR	505
PA	1700
RI	160
SC	597

STATE	UIO
SD	25
TN	958
TX	3731
UT	369
VA	1782
VT	89
WA	828
WI	477
WV	226
WY	37

*(05V-050)* **SSC 50C**

STATE	UIO
AK	9
AL	141
AR	72
AZ	312
CA	1841
CO	114
CT	52
DC	5
DE	17
FL	807

STATE	UIO
GA	367
IA	20
ID	24
IL	84
IN	51
KS	30
KY	100
LA	190
MA	154
MD	120

STATE	UIO
ME	20
MI	39
MN	37
MO	46
MS	107
MT	18
NC	299
ND	3
NE	16
NH	59

STATE	UIO
NJ	118
NM	78
NV	102
NY	132
OH	135
OK	52
OR	104
PA	175
RI	24
SC	125

STATE	UIO
SD	4
TN	154
TX	613
UT	47
VA	205
VT	21
WA	132
WI	40
WV	30
WY	8

**SSC 50N 4Runner**

STATE	UIO
AK	1816
AL	3826
AR	1880
AZ	7561
CA	66094
CO	11905
CT	2729
DC	368
DE	533
FL	19383

STATE	UIO
GA	6749
IA	1125
ID	2543
IL	5036
IN	2163
KS	1595
KY	2621
LA	3820
MA	5584
MD	5649

STATE	UIO
ME	930
MI	2630
MN	2910
MO	2493
MS	2530
MT	1630
NC	7022
ND	300
NE	1024
NH	1301

STATE	UIO
NJ	7940
NM	3166
NV	4237
NY	12187
OH	4159
OK	2234
OR	6857
PA	7410
RI	966
SC	2623

STATE	UIO
SD	432
TN	5745
TX	19161
UT	4072
VA	8856
VT	791
WA	10235
WI	2611
WV	931
WY	908

**SSC 50N T-100**

STATE	UIO
AK	463
AL	578
AR	514
AZ	1148
CA	5420
CO	1959
CT	555
DC	25
DE	124
FL	1816

STATE	UIO
GA	890
IA	302
ID	628
IL	603
IN	625
KS	417
KY	1107
LA	503
MA	987
MD	987

STATE	UIO
ME	568
MI	704
MN	725
MO	654
MS	403
MT	486
NC	1559
ND	72
NE	207
NH	500

STATE	UIO
NJ	765
NM	634
NV	691
NY	1469
OH	889
OK	462
OR	1623
PA	1545
RI	162
SC	435

STATE	UIO
SD	95
TN	1330
TX	1857
UT	813
VA	1886
VT	375
WA	1760
WI	1056
WV	573
WY	266

**SSC 50N Truck**

STATE	UIO
AK	3649
AL	9003
AR	5409
AZ	10200
CA	59036
CO	15926
CT	5490
DC	150
DE	877
FL	16479

STATE	UIO
GA	11715
IA	2514
ID	6139
IL	6111
IN	4911
KS	3274
KY	11345
LA	5686
MA	9536
MD	7744

STATE	UIO
ME	3927
MI	5090
MN	4771
MO	5950
MS	7375
MT	3773
NC	18704
ND	517
NE	1741
NH	4858

STATE	UIO
NJ	9496
NM	5836
NV	5523
NY	16944
OH	8736
OK	3762
OR	16015
PA	16555
RI	1899
SC	6125

STATE	UIO
SD	863
TN	13704
TX	15709
UT	6572
VA	18309
VT	4023
WA	21009
WI	7605
WV	6781
WY	1789

**5. Parts Ordering**

Please follow the parts ordering instructions found in the Dealer cover letter and Technical Instructions of the specific campaign. As a practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

**6. Vehicles in Dealer Stock**

Dealers are requested to perform campaign procedures on any vehicles in their stock prior to sale or lease. Dealers should always verify eligibility by consulting Dealer Daily/TIS prior to performing repairs.

To ensure customer satisfaction, please review this letter with your Service and Parts staff to familiarize them with the proper procedure for these Service Campaigns.

Thank you for your cooperation.

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