

TOYOTA CUSTOMER SERVICES

Volume: XII
Number: TC05-011
Date: 05/27/2005
 Action
 Retain
 Information

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 SPECIAL SERVICE
CAMPAIGNS AND LIMITED SERVICE CAMPAIGNS

Special Service Campaign (SSC) and Limited Service Campaign (LSC) 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 and LSC repairs completed.

Please note the postcard reminder may cause an increase in dealer SSC and LSC owner appointments.

1. **SSC's/LSC's Involved in this renotification**

SSC 10E - 2001 Camry, Avalon, Sienna Sub-Frame
SSC 30B - 2002 through 2003 Celica Fuel Tank
LSC 30C - 2003 4Runner Fuel Dampener
SSC 30L - 2004 Corolla Nummi Alloy Wheel
SSC 40F - 2002 through 2004 Camry TMMK Side Curtain Airbag
SSC 40G - 2001 through 2003 Prius HV Battery

2. **Dealer Renotification Letter Mailing Date**

Dealer Letters will be mailed early June, 2005.

3. **Owner Renotification Letter Mailing Date**

The owner renotification will begin in early June, 2005.

4. **Technical Instructions**

Technical Instructions to conduct these campaigns can be found on **TIS** and in the following publications which are available from the Material Distribution Center (MDC):

- Special Service Campaign Binder only (material number 00410-01941)
- Service Campaigns issued in 2001 (material number 00410-92014)
- Service Campaigns issued in 2003 (material number 00410-92016)
- Service Campaigns issued in 2004 refer to **TIS**.

5. **Number of Involved Vehicles**

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

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

Due to privacy regulations Dealer reports now contain only 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 SSC or LSC. 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 provided that it has not yet expired in the case of an LSC. Vehicle SSC or LSC completion can be verified by inspecting for a campaign completion label in the location specified by the SSC or LSC. In addition, 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
Torrance, CA 90501

TO: ALL TOYOTA DEALER SERVICE MANAGERS
AND PARTS MANAGERS

SUBJECT: **OWNER POSTCARD REMINDER OF NON-COMPLETED SPECIAL SERVICE
CAMPAIGNS AND LIMITED SERVICE CAMPAIGNS**

Special Service Campaign (SSC) and Limited Service Campaign (LSC) 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 and LSC repairs completed.

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

1. **SSC's/LSC's Involved in the renotification**

- SSC 10E - 2001 Camry, Avalon, Sienna Sub-Frame
- SSC 30B - 2002 through 2003 Celica Fuel Tank
- LSC 30C - 2003 4Runner Fuel Dampener
- SSC 30L - 2004 Corolla Nummi Alloy Wheel
- SSC 40F - 2002 through 2004 Camry TMMK Side Curtain Airbag
- SSC 40G - 2001 through 2003 Prius HV Battery

2. **Owner Renotification Letter Mailing Date**

The owner renotification will begin in early June, 2005.

3. **Technical Instructions**

Technical Instructions to conduct these campaigns can be found on **TIS** and in the following publications which are available from the Material Distribution Center (MDC):

- Special Service Campaign Binder only (material number 00410-01941)
- Service Campaigns issued in 2001 (material number 00410-92014)
- Service Campaigns issued in 2003 (material number 00410-92016)
- Service Campaigns issued in 2004 refer to **TIS**.

4. Number of Involved Vehicles

Due to privacy regulations, VIN-only lists for the SSC/LSC's listed in **Section One** will now 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 10E

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	0	GA	11	ME	0	NJ	2	SD	0
AL	4	IA	1	MI	6	NM	0	TN	7
AR	1	ID	0	MN	2	NV	0	TX	2
AZ	3	IL	18	MO	6	NY	4	UT	0
CA	7	IN	0	MS	1	OH	12	VA	3
CO	0	KS	1	MT	0	OK	0	VT	0
CT	1	KY	2	NC	10	OR	0	WA	0
DC	0	LA	0	ND	0	PA	6	WI	4
DE	0	MA	1	NE	1	RI	1	WV	1
FL	12	MD	4	NH	0	SC	1	WY	0

SSC 30B

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	4	GA	133	ME	11	NJ	132	SD	3
AL	64	IA	11	MI	55	NM	13	TN	71
AR	22	ID	7	MN	23	NV	43	TX	236
AZ	101	IL	110	MO	46	NY	183	UT	23
CA	824	IN	53	MS	19	OH	156	VA	157
CO	48	KS	23	MT	3	OK	14	VT	5
CT	32	KY	59	NC	116	OR	26	WA	37
DC	3	LA	39	ND	1	PA	180	WI	30
DE	17	MA	61	NE	5	RI	6	WV	23
FL	486	MD	146	NH	15	SC	63	WY	2

LSC 30C

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	5	GA	271	ME	12	NJ	112	SD	7
AL	130	IA	3	MI	26	NM	26	TN	64
AR	23	ID	8	MN	15	NV	33	TX	375
AZ	121	IL	73	MO	25	NY	284	UT	25
CA	880	IN	37	MS	31	OH	74	VA	123
CO	76	KS	14	MT	4	OK	16	VT	3
CT	56	KY	67	NC	201	OR	23	WA	53
DC	4	LA	72	ND	1	PA	111	WI	55
DE	8	MA	108	NE	3	RI	9	WV	17
FL	714	MD	77	NH	17	SC	94	WY	7

SSC 30L

STATE	UIO
AK	1
AL	0
AR	0
AZ	2
CA	148
CO	0
CT	0
DC	0
DE	0
FL	0

STATE	UIO
GA	0
IA	0
ID	0
IL	4
IN	1
KS	1
KY	0
LA	0
MA	0
MD	0

STATE	UIO
ME	0
MI	0
MN	0
MO	0
MS	0
MT	0
NC	0
ND	0
NE	2
NH	0

STATE	UIO
NJ	0
NM	0
NV	3
NY	1
OH	0
OK	0
OR	6
PA	0
RI	0
SC	0

STATE	UIO
SD	0
TN	0
TX	0
UT	2
VA	0
VT	0
WA	5
WI	0
WV	0
WY	0

SSC 40F

STATE	UIO
AK	9
AL	374
AR	174
AZ	778
CA	5,219
CO	466
CT	687
DC	172
DE	256
FL	1,954

STATE	UIO
GA	765
IA	124
ID	47
IL	1,813
IN	513
KS	127
KY	460
LA	574
MA	1,499
MD	3,093

STATE	UIO
ME	144
MI	527
MN	526
MO	269
MS	270
MT	17
NC	801
ND	13
NE	79
NH	336

STATE	UIO
NJ	2,022
NM	142
NV	300
NY	2,894
OH	1,153
OK	188
OR	166
PA	2,559
RI	197
SC	301

STATE	UIO
SD	18
TN	492
TX	1,848
UT	197
VA	2,516
VT	43
WA	325
WI	463
WV	284
WY	31

SSC 40G

STATE	UIO
AK	21
AL	66
AR	39
AZ	248
CA	4,379
CO	323
CT	151
DC	68
DE	27
FL	595

STATE	UIO
GA	222
IA	51
ID	36
IL	390
IN	170
KS	82
KY	81
LA	34
MA	564
MD	378

STATE	UIO
ME	63
MI	180
MN	214
MO	140
MS	20
MT	12
NC	301
ND	6
NE	24
NH	87

STATE	UIO
NJ	274
NM	96
NV	173
NY	871
OH	268
OK	32
OR	411
PA	260
RI	36
SC	45

STATE	UIO
SD	14
TN	103
TX	455
UT	71
VA	704
VT	79
WA	494
WI	209
WV	25
WY	9

5. **Parts Ordering**

Please follow the parts ordering instructions found in the Dealer cover letter and Technical Instructions of the specific SSC. 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 gaskets and other non-reusable parts should be based on a "sell one, buy one" basis.

We would also like to remind Dealers that for SSC 40F the vehicle may be inspected by only removing the C pillar covers.

6. **Vehicles in Dealer Stock**

Dealers are requested to perform campaign procedures on any vehicles in their stock prior to sale or lease provided that it has not yet expired in the case of an LSC. Vehicle SSC or LSC completion can be verified by inspecting for a campaign completion label in the location specified by the SSC or LSC. In addition, 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.