

# TOYOTA CUSTOMER SERVICES

Volume: XII  
Number: TC06-005  
Date: 4/14/2006  
 Action  
 Retain  
 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

---

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 remain:

- 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**

<b>SSC No.</b>	<b>SSC Description</b>
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

(02V268)

**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	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	463	GA	890	ME	568	NJ	765	SD	95
AL	578	IA	302	MI	704	NM	634	TN	1330
AR	514	ID	628	MN	725	NV	691	TX	1857
AZ	1148	IL	603	MO	654	NY	1469	UT	813
CA	5420	IN	625	MS	403	OH	889	VA	1886
CO	1959	KS	417	MT	486	OK	462	VT	375
CT	555	KY	1107	NC	1559	OR	1623	WA	1760
DC	25	LA	503	ND	72	PA	1545	WI	1056
DE	124	MA	987	NE	207	RI	162	WV	573
FL	1816	MD	987	NH	500	SC	435	WY	266

**SSC 50N Truck**

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	3649	GA	11715	ME	3927	NJ	9496	SD	863
AL	9003	IA	2514	MI	5090	NM	5836	TN	13704
AR	5409	ID	6139	MN	4771	NV	5523	TX	15709
AZ	10200	IL	6111	MO	5950	NY	16944	UT	6572
CA	59036	IN	4911	MS	7375	OH	8736	VA	18309
CO	15926	KS	3274	MT	3773	OK	3762	VT	4023
CT	5490	KY	11345	NC	18704	OR	16015	WA	21009
DC	150	LA	5686	ND	517	PA	16555	WI	7605
DE	877	MA	9536	NE	1741	RI	1899	WV	6781
FL	16479	MD	7744	NH	4858	SC	6125	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.