

# TOYOTA CUSTOMER SERVICES

## *INTEROFFICE MEMORANDUM*

To: Region/Private Distributor General Managers & Vice Presidents

March 30, 2005

TMS-NTC-05074

From: Dave Zellers *Dave*  
Vice President Product Quality & Service Support

Subject: Certain 2004 through early 2005 Model Year Tundra with **both** VSC AND TRD Dual Exhaust System

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In late April, 2005, Toyota will initiate a Special Service Campaign (SSC) to replace the TRD Dual Exhaust System, on certain 2004 through early 2005 model year Tundra vehicles equipped with **both** Vehicle Stability Control (VSC) **and** a TRD Dual Exhaust System.

### BACKGROUND

- On March 28, 2005, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) on the TRD Dual Exhaust System when installed on Tundra vehicles equipped with VSC approximately 5730 2004/2005 are equipped with VSC. Please note that only a small percentage of these vehicles are equipped with the TRD Dual Exhaust System.

### CONDITION

- The Accessory TRD Dual Exhaust System was added as an available option for all model Tundra's. The TRD Dual Exhaust System met all clearance specifications on models with the standard equipment package. The 2004 through 2005 models offered VSC as an available factory option, which includes an additional brake line which was not previously present. When the TRD Dual Exhaust System was added to vehicles with the VSC option, the driver's side exhaust pipe no longer met the clearance specifications with the additional brake hose. **Vehicles not equipped with VSC do not have this extra brake hose.** The location of the TRD driver's side exhaust pipe placed it in a position where in rare cases contact between the brake line and the exhaust pipe might occur. In this condition, the exhaust pipe flange may rub against the right rear brake hose which could cause brake fluid leakage. This may lead to an increase of vehicle stopping distance and thus raise the possibility of an accident.

### STATUS

- An SSC will be launched in late April, 2005, to replace the TRD Dual Exhaust System, if so installed on a 2004 through early 2005 MY Tundra vehicle *equipped with VSC*.
- The attached Dealer Daily message will be sent to all Dealerships informing them of the issue.
- If your staff should receive any contacts from owners experiencing issues with the TRD Dual Exhaust System, please direct the owner to their local Toyota dealer for diagnosis and/or repair.
- A Q&A has been attached for your reference.

Please review this preliminary notification with your staff to assure that all relevant personnel have been briefed regarding this subject.

Thank you for your cooperation.

Enclosures



Special Service Campaign (SSC)

2004 Through Early 2005 Model Year Tundra With Both VSC and TRD Dual Exhaust System Q&A

**Q1: What is the condition?**

A1: The TRD Dual Exhaust System does not provide adequate clearance to the right rear brake hose, which is installed only on certain 2004 through early 2005 model year Tundra vehicles with the VSC option. **Vehicles not equipped with VSC do not have this extra brake hose.** In this condition, the exhaust pipe flange may rub against the right rear brake hose which could cause brake fluid leakage. This may lead to an increase of vehicle stopping distance and thus raise the possibility of an accident.

**Q2: What is the cause of this condition?**

A2: The Accessory TRD Dual Exhaust System was added as an available option for all model Tundra's. The TRD Dual Exhaust System met all clearance specifications on models with the standard equipment package. The 2004 through 2005 models offered VSC as an available factory option, which includes an additional brake line which was not previously present. When the TRD Dual Exhaust System was added to vehicles with the VSC option, the driver's side exhaust pipe no longer met the clearance specifications with the additional brake hose. **Vehicles not equipped with VSC do not have this extra brake hose.** The location of the TRD driver's side exhaust pipe placed it in a position where in rare cases contact between the brake line and the exhaust pipe might occur.

**Q3: Are there any warnings that this condition exists?**

A3: No, there is no warning that this condition has occurred.

**Q4: Which and how many vehicles are involved?**

A4: There are approximately 5,730 Tundra (2004 through early 2005 Model Year) vehicles with VSC involved in the U.S. However, only a small percentage of these vehicles are equipped with the TRD Dual Exhaust System. We believe there are approximately 100 vehicles nationwide equipped with both VSC and the TRD Dual Exhaust System that will require replacement of the Exhaust System.

**Q5: How do you determine if the vehicle is involved?**

A5: Verify that the vehicle is equipped with the VSC option by checking to see if there is a switch labeled "AUTO LSD" below the interior fan switch. If the vehicle is equipped with VSC, verify the presence of a TRD Dual Exhaust System by checking to see if there is a "TRD" label on top of both exhaust tips located behind each rear wheel.

**Q6: What is the production period of the affected vehicles?**

A6: The affected Toyota Tundra vehicles equipped with VSC were produced from August, 2003 to December 2004. However, the vehicle must also be equipped with the TRD Dual Exhaust System.

**Q7: Are there any other Toyota or Lexus vehicles involved?**

A7: No, this specific condition only affects certain 2004 through early 2005 Model Year Toyota Tundra vehicles equipped with VSC and a TRD Dual Exhaust System.

**Q8: How many incidents of this condition have been reported?**

A8: There have been no cases of this condition reported in the affected Tundra vehicles.

**Q9: Have there been any accidents reported?**

A9: There have been no reported cases of accidents related to this condition.

**Q10: What is Toyota going to do?**

A10: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in late April, 2005, requesting them to determine if their vehicle is involved. Customers whose vehicles are not involved will be requested to indicate so on a return postcard provided to them.

**Q11: How long will the repair take?**

A11: The repair will take approximately 2 hours. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q12: What should an owner do if they experience the condition?**

A12: Owners are requested to contact their local Toyota dealer for diagnosis and repair.

Richard Jung / TMS Customer Services Division  
March 30, 2005  
Approved By: David Zellers

To: All Toyota Dealers  
From: Toyota Customer Services

**Certain 2004 through early 2005 Model Year Tundra with both VSC and TRD Dual Exhaust System**

**\*\*\*\*\*URGENT\*\*\*\*\***

In late April, 2005, Toyota will initiate a Special Service Campaign (SSC) to replace the TRD Dual Exhaust System, on certain 2004 through early 2005 model year Tundra vehicles equipped with **both** Vehicle Stability Control (VSC) **and** a TRD Dual Exhaust System.

On March 28, 2005, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) on the TRD Dual Exhaust System when installed on Tundra vehicles equipped with VSC approximately 5730 2004/2005 are equipped with VSC. Please note that only a small percentage of these vehicles are equipped with the TRD Dual Exhaust System.

The Accessory TRD Dual Exhaust System was added as an available option for all model Tundra's. The TRD Dual Exhaust System met all clearance specifications on models with the standard equipment package. The 2004 through 2005 models offered VSC as an available factory option, which includes an additional brake line which was not previously present. When the TRD Dual Exhaust System was added to vehicles with the VSC option, the driver's side exhaust pipe no longer met the clearance specifications with the additional brake hose. **Vehicles not equipped with VSC do not have this extra brake hose.** The location of the TRD driver's side exhaust pipe placed it in a position where in rare cases contact between the brake line and the exhaust pipe might occur. In this condition, the exhaust pipe flange may rub against the right rear brake hose which could cause brake fluid leakage. This may lead to an increase of vehicle stopping distance and thus raise the possibility of an accident.

This new SSC will be launched in late April, 2005, to replace the TRD Dual Exhaust System, if so installed on a 2004 through early 2005 MY Tundra vehicles *equipped with VSC*. A dealer package including Technical Instructions and reimbursement procedures will be mailed to all dealerships in late April, 2005. Owner notifications will follow shortly thereafter.

The following Q&A has been provided for your reference. All media inquiries should be directed to Julie Alfonso at (310) 468-4625, Sam Butto at (310) 468-7728 or Allison Takahashi at (310) 468-5315 in Toyota Corporate Communications.

Please contact your District Service/Parts Manager if you have any further questions.

**Special Service Campaign (SSC)  
2004 Through Early 2005 Model Year Tundra With Both VSC and TRD Dual Exhaust System Q&A**

**Q1: What is the condition?**

A1: The TRD Dual Exhaust System does not provide adequate clearance to the right rear brake hose, which is installed only on certain 2004 through early 2005 model year Tundra vehicles with the VSC option. **Vehicles not equipped with VSC do not have this extra brake hose.** In this condition, the exhaust pipe flange may rub against the right rear brake hose which could cause brake fluid leakage. This may lead to an increase of vehicle stopping distance and thus raise the possibility of an accident.

**Q2: What is the cause of this condition?**

A2: The Accessory TRD Dual Exhaust System was added as an available option for all model Tundra's. The TRD Dual Exhaust System met all clearance specifications on models with the standard equipment package. The 2004 through 2005 models offered VSC as an available factory option, which includes an additional brake line which was not previously present. When the TRD Dual Exhaust System was added to vehicles with the VSC option, the driver's side exhaust pipe no longer met the clearance specifications with the additional brake hose. **Vehicles not equipped with VSC do not have this extra brake hose.** The location of the TRD driver's side exhaust pipe placed it in a position where in rare cases contact between the brake line and the exhaust pipe might occur.

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