

Steve Brand / TMS Customer Services Division  
May 16, 2005  
Approved By: David Zellers

To: All Toyota Dealers  
From: Toyota Customer Services

**Early 2005 Avalon Steering Column Assembly Inspection**  
**\*\*\*\*\*URGENT\*\*\*\*\***

In mid-May, 2005, Toyota will initiate a Special Service Campaign (SSC) to inspect and if necessary replace the steering column assembly on certain early model 2005 Avalon vehicles.

On May 13, 2005, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the steering column assembly on approximately 4,900 Avalon vehicles, with the intent to initiate an SSC.

In a small number of early 2005 Model Year Avalon vehicles, there is a possibility that a portion of the steering column assembly may not have been welded correctly. In the worst case, if the vehicle is continued to be operated in this condition, the steering yoke may separate from the shaft and result in a loss of vehicle steering control thus increasing the possibility of a vehicle accident.

This new SSC will be launched in mid-May, 2005, to inspect and in rare cases replace the steering column assembly on early model 2005 Avalon vehicles. A dealer package including Technical Instructions and reimbursement procedures will be mailed to all dealerships in mid-May, 2005. Owner notifications will be launched in June, 2005.

If an owner has experienced this condition or has immediate concerns, please continue to diagnose and repair the vehicle as appropriate. Technical instructions will be available mid-May, 2005.

The following Q&A has been provided for your reference. All media inquiries should be directed to Bill Kwong at (310) 468-3764, 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) 50F  
Early 2005 Model Year Avalon Steering Column Assembly Inspection Q&A**

**Q1: What is the condition?**

A1: In a small number of early 2005 Model Year Avalon vehicles, there is a possibility that a portion of the steering column assembly may not have been welded correctly. In the worst case, if the vehicle is continued to be operated in this condition, the steering yoke may separate from the shaft and result in a loss of vehicle steering control thus increasing the possibility of a vehicle accident.

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

A2: The steering column assembly may have inadvertently missed the welding step during the manufacturing process at the supplier.

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

A3: No, there are no specific warnings that this condition exists.

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

A4: There are approximately 4,900 Avalon (early 2005 model year) vehicles involved in the U.S.

**Q5: What is the production period of the affected vehicles?**

A5: The affected Toyota Avalon vehicles were produced from mid-December, 2004 to mid-February, 2005.

**Q6: Are there any other Toyota or Lexus vehicles involved?**

A6: No, this condition does not affect any other Toyota or Lexus models.

**Q7: How many incidents of this condition have been reported?**

A7: There has been 1 field report of this condition reported in the affected Avalon vehicles.

**Q8: Have there been any accidents reported?**

A8: There have been no reported cases of accidents related to this condition.

**Q9: What is Toyota going to do?**

A9: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning early June, 2005. Toyota dealers will inspect the steering column to assure it is welded correctly, and if it is not welded correctly the dealer will replace the steering column. The inspection and, if necessary, the steering column replacement, will be performed at **NO CHARGE** to the customer.

**Q10: How long will the repair take?**

A10: The inspection will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q11: What should an owner do if they experience the condition?**

A11: Owners are requested to contact their local Toyota dealer for diagnosis and repair.

# TOYOTA CUSTOMER SERVICES

## INTEROFFICE MEMORANDUM

Volume: XII  
Number: TC05-010  
Date: 5/16/2005  
 Action  
 Retain  
 Information

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS/  
VICE PRESIDENTS

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

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50F  
(EARLY 2005 MODEL YEAR TOYOTA AVALON STEERING COLUMN ASSEMBLY  
**INSPECTION**)

DEFECTS INVESTIGATION  
OFFICE OF  
2005 JUN - 2 10:41  
RECEIVED  
1170-215

**Toyota will initiate a voluntary Special Service Campaign (SSC) to inspect the steering column assembly on certain early 2005 Model Year (MY) Toyota Avalon vehicles.**

In approximately 4,900 early 2005 Model Year Avalon vehicles, there is a small possibility that a portion of the steering column assembly may not have been welded correctly. In the worst case, if the vehicle is continued to be operated in this condition, the steering yoke may separate from the shaft and result in a loss of vehicle steering control, thus increasing the possibility of a vehicle accident.

The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

1. **Dealer Letter Mailing Date**

The attached Dealer Letter will be mailed to all Toyota dealers in mid-May, 2005.

2. **Owner Notification Mailing Date**

The owner notification will commence in early June, 2005. We have attached a copy of the owner notification letter for your reference.

If a dealer is contacted by an owner of an involved vehicle, who has not yet received a notification, please instruct them to **verify eligibility through Dealer Daily or TIS**. Dealers should perform the **inspection** as outlined in the attached Technical/Inspection Instructions.

3. **Number of Vehicles Involved**

Nationally, there are approximately 4,900 early 2005 Model Year vehicles involved in this campaign. **However, only a handful (less than three anticipated) of the affected vehicles will require more than steering column assembly inspection. The majority of vehicles will only require the inspection.**

4. **Region/District Summary Reports**

We have enclosed the following SSC 50F Summary Reports in the Region/Private Distributor (PD) Service Manager/Customer Service Operations Manager/Director of Service package:

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

DEFECTS INVESTIGATION  
OFFICE OF  
2005 JUN - 2 10:41  
RECEIVED  
1170-215

5. **Vehicles in Dealer Stock**

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary inspections have been performed.

6. **Repair Procedures**

Refer to the attached Technical Instructions and the **video clip embedded into the TIS version of the Technical Instructions**. One flexible flashlight has been included in the dealership Service Manager's Package.

7. **Parts Ordering**

Since the actual failure rate is expected to affect a handful of vehicles (less than three vehicles anticipated), dealers will not be allowed to stock the steering column assembly. In the event that a dealer inspects a vehicle and confirms that the vehicle has an affected steering column assembly, the dealer should place the customer in a Toyota Rent-A-Car (TRAC) Program vehicle and contact the TMS Quality Compliance Department at 310-468-5516 or 310-468-7966 to make arrangements to procure a steering column assembly. ***The replaced parts will be placed on Warranty Parts Recovery and dealers will be required to return the original parts to TMS. Parts that are not returned or were unnecessarily replaced will result in the claim being debited.***

Due to the extremely low expected failure rate, the steering column assembly will be placed on Manual Allocation Control. Once a dealership inspects a vehicle and confirms that the vehicle has an affected steering column assembly, the dealer should place the customer in a rental vehicle and contact the TMS Quality Compliance Department at 310-468-5516 or 310-468-7966 to make arrangements to procure a steering column assembly. This will assure an adequate and balanced parts inventory.

If there are **special** circumstances where a dealer is having difficulty receiving parts, dealer associates may contact 310-468-5516 to research the steering column assembly order. The associate should have the following information ready to expedite research of the order status:

- Dealer Information (Dealer Code, Contact Name, Telephone Number)
- Order Reference Number
- Customer Name and Vehicle 17-digit VIN

Please note that during the period the parts are on-order, customer rental car through the Toyota Rent-A-Car (TRAC) Program is available. Follow the Toyota Transportation Assistance Program (TTAP) guidelines. DSPM authorization will be required for vehicle rentals exceeding 4 days.

8. **Reimbursement Procedures**

Please refer to the Reimbursement Procedures found in the attached Dealer Letter.

Please review this entire Special Service Campaign package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

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

Enclosures

cc: Region/Private Distributor Assistant General Managers  
Region/Private Distributor Customer Service Operations Managers  
Region/Private Distributor Service Managers/Directors/VPs  
Region/Private Distributor Parts Managers/Directors/VPs  
Region/Private Distributor Customer Services Field Managers  
Region/Private Distributor Technical Services and Training Managers  
Region/Private Distributor District Service and/or Parts Managers  
Region/Private Distributor Customer Relations Managers  
Region/Private Distributor PDC Managers  
Region/Private Distributor Field Technical Specialists  
Region/Private Distributor Service Training Specialists  
Region/Private Distributor Vehicle Operations Managers  
All NAPC General Managers  
All TMS Sales Administration Managers  
All TMS Product Quality & Service Support Managers  
All Field Product Engineers

E. Bastien	T. Gartland	D. Pettitt
J. Beseda	J. Hanson	J. Press
R. Broughman	J. Hollis	M. Reding
G. Bryan	J. Kerr	H. Sunakawa
A. Cabito	J. Kobayashi	J. Stempkowski
D. Camden	J. Lang	E. Taira
J. Chernus	J. Lentz	T. Takada
R. Daly	E. Matsuda	J. Tetherow
T. Devany	D. Mercer	M. Tomozoe
B. Ertmann	M. Michels	A. Vaish
D. Esmond	I. Miller	M. Yamaguchi
G. Fogg	T. Nagata	
Y. Funo	D. Ogilvie	



Toyota Motor Sales, U.S.A., Inc.  
19001 S. Western Avenue, S207  
P.O. Box 2731  
Torrance, CA 90509-2731

TO: ALL TOYOTA DEALER PRINCIPALS,  
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50F  
(EARLY 2005 MODEL YEAR TOYOTA AVALON STEERING COLUMN ASSEMBLY  
INSPECTION)

**Toyota will initiate a voluntary Special Service Campaign (SSC) to inspect the steering column assembly on certain early 2005 Model Year (MY) Toyota Avalon vehicles.**

In approximately 4,900 early 2005 Model Year Avalon vehicles, there is a small possibility that a portion of the steering column assembly may not have been welded correctly. In the worst case, if the vehicle is continued to be operated in this condition, the steering yoke may separate from the shaft and result in a loss of vehicle steering control, thus increasing the possibility of a vehicle accident.

The following vital information is provided to inform you and your staff of the campaign notification schedule and your degree of involvement.

**1. Owner Notification Letter Mailing Date**

The owner notification will commence in early June, 2005. We have attached a copy of the owner notification letter for your reference.

If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please **verify eligibility through Dealer Daily or TIS**. Dealers should perform the **inspection** as outlined in the attached Technical/Inspection Instructions.

**2. Identification of Involved Vehicles**

Nationally, there are approximately 4,900 early 2005 Model Year Avalon vehicles involved in this campaign. **However, only a handful (less than three anticipated) affected vehicles will require steering column assembly replacement. The majority of vehicles will only require an inspection.**

Model	Year	VIN Range	
		VDS	Ranges
Avalon	2005	BK36B	U001099 – U006875

**NOTE: Not all early 2005 Avalon vehicles in the VIN range are involved. As always, consult Dealer Daily/TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is affected and has not already been completed prior to dealer shipment or by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.**

**3. Dealer/Owner Lists**

Affected vehicle VIN Lists (VIN only due to changes in Privacy Laws) for SSC 50F have been distributed to each dealership's Service and Parts Managers. These lists are based on dealership's Primary Marketing Area (PMA) or the selling dealership where applicable. Dealerships which did not sell an affected vehicle, or do not have affected vehicles in stock, will receive a report indicating so.

A UIO by state matrix is listed below to inform dealers of the number of vehicles in their area:

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	5	GA	154	ME	19	NJ	199	SD	10
AL	78	IA	31	MI	45	NM	29	TN	130
AR	58	ID	16	MN	52	NV	32	TX	349
AZ	89	IL	216	MO	94	NY	236	UT	29
CA	665	IN	69	MS	32	OH	151	VA	170
CO	60	KS	57	MT	17	OK	42	VT	8
CT	61	KY	61	NC	161	OR	68	WA	82
DC	4	LA	83	ND	14	PA	181	WI	69
DE	10	MA	179	NE	30	RI	22	WV	26
FL	320	MD	149	NH	24	SC	58	WY	15

**4. Vehicles in Dealer Stock**

As required by Federal Regulation, dealers are not to deliver any vehicle acquired in their inventory, which is involved in a safety recall, until the necessary campaign has been performed.

**5. Repair Procedures**

Refer to the attached Technical Instructions and the **video clip embedded into the TIS version of the Technical Instructions**.

**6. Special Tools**

One flexible flashlight has been included in the Service Manager's Package.

**7. Reimbursement Procedures**

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual. The operation codes to be used for this Special Service Campaign are:

	Op. Code	Description	Flat Rate Hour
50F	5506E1	Inspect the Steering Column Assembly	0.3 hr/vehicle
	5506E2*	Inspect and Replace the Steering Column Assembly	1.6 hr/vehicle

\*This operation code should **rarely be used** and TMS will be monitoring its usage. All replaced parts will be returned to TMS for 100% inspection. Replaced parts that are not returned or were unnecessarily replaced will result in the claim being debited. Please note that during the period the parts are on order, a customer rental car through the TRAC Program is available. Follow the Toyota Transportation Assistance Program (TTAP) guidelines. DSPM authorization will be required for vehicle rentals exceeding 4 days.

NOTE: The preceding flat rate time includes 0.1 hours of administrative cost per unit for the dealership.

## 8. Parts Ordering

Since the actual failure rate is expected to affect a handful of vehicles (less than three vehicles anticipated), dealers will not be allowed to stock the steering column assembly. In the event that a dealer inspects a vehicle and confirms that the vehicle has an affected steering column assembly, the dealer should place the customer in a Toyota Rent-A-Car (TRAC) Program vehicle and contact the TMS Quality Compliance Department at 310-468-5516 or 310-468-7966 to make arrangements to procure a steering column assembly. ***The replaced parts will be placed on Warranty Parts Recovery and dealers will be required to return the original parts to TMS. Parts that are not returned or were unnecessarily replaced will result in the claim being debited.***

Due to the extremely low expected failure rate, the steering column assembly will be placed on Manual Allocation Control. Once a dealership inspects a vehicle and confirms that the vehicle has an affected steering column assembly, the dealer should place the customer in a rental vehicle and contact the TMS Quality Compliance Department at 310-468-5516 or 310-468-7966 to make arrangements to procure a steering column assembly. This will assure an adequate and balanced parts inventory.

If there are ***special*** circumstances where a dealer is having difficulty receiving parts, dealer associates may contact 310-468-5516 to research the steering column assembly order. The associate should have the following information ready to expedite research of the order status:

- Dealer Information (Dealer Code, Contact Name, Telephone Number)
- Order Reference Number
- Customer Name and Vehicle 17-digit VIN

**Please note that during the period the parts are on-order, customer rental car through the Toyota Rent-A-Car (TRAC) Program is available. Follow the Toyota Transportation Assistance Program (TTAP) guidelines. DSPM authorization will be required for vehicle rentals exceeding 4 days.**

Please review this entire package with your Service and Parts staff to familiarize them with the proper step-by-step procedures required to implement this Special Service Campaign.

Thank you for your cooperation.

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





**Special Service Campaign (SSC) 50F  
Early 2005 Model Year Avalon Steering Column Assembly Inspection Q&A**

**Q1: What is the condition?**

A1: In a small number of early 2005 Model Year Avalon vehicles, there is a possibility that a portion of the steering column assembly may not have been welded correctly. In the worst case, if the vehicle is continued to be operated in this condition, the steering yoke may separate from the shaft and result in a loss of vehicle steering control, thus increasing the possibility of a vehicle accident.

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

A2: The steering column assembly may have inadvertently missed the welding step during the manufacturing process at the supplier.

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

A3: No, there are no specific warnings that this condition exists.

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

A4: There are approximately 4,900 Avalon (early 2005 model year) vehicles involved in the U.S.

**Q5: What is the production period of the affected vehicles?**

A5: The affected Toyota Avalon vehicles were produced from mid-December, 2004 to mid-February, 2005.

**Q6: Are there any other Toyota or Lexus vehicles involved?**

A6: No, this condition does not affect any other Toyota or Lexus models.

**Q7: How many incidents of this condition have been reported?**

A7: There has been 1 field report of this condition reported in the affected Avalon vehicles.

**Q8: Have there been any accidents reported?**

A8: There have been no reported cases of accidents related to this condition.

**Q9: What is Toyota going to do?**

A9: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning early June, 2005. Toyota dealers will inspect the steering column to assure it is welded correctly, and if it is not welded correctly the dealer will replace the steering column. The inspection and, if necessary, the steering column replacement, will be performed at **NO CHARGE** to the customer.

**Q10: How long will the repair take?**

A10: The inspection will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make the vehicle available for a longer period of time.

**Q11: What should an owner do if they experience the condition?**

A11: Owners are requested to contact their local Toyota dealer for diagnosis and repair.

**Early 2005 Model Year Avalon  
Special Service Campaign – Steering Column Assembly Inspection**

Dear Toyota Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Toyota has decided that a defect, which relates to motor vehicle safety, exists in certain early 2005 Model Year Toyota Avalon vehicles.

**What is the problem?**

In a small number of early 2005 Model Year Avalon vehicles, there is a possibility that a portion of the steering column assembly may not have been welded correctly. In the worst case, if the vehicle is continued to be operated in this condition, the steering yoke may separate from the shaft and result in a loss of vehicle steering control, thus increasing the possibility of a vehicle accident.

**What will Toyota do?**

Any Toyota dealer will inspect the steering column to assure it is welded correctly, and if it is not welded correctly, the dealer will replace the steering column. The inspection and, if necessary, the steering column replacement, will be performed at **NO CHARGE** to you.

**What should you do?**

Please contact your authorized Toyota dealer to make an appointment to inspect the steering column, as soon as possible. The inspection will take approximately 30 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Due to the very low incidence occurrence rate, if it becomes necessary to replace the steering column it may take a few days for the dealer to receive the necessary parts and required to perform the repair. During this time, your Toyota dealer will provide you with alternate transportation.

**We request that you present this notice to the dealer at the time of your service appointment.**

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

**What if you have other questions?**

***Your local Toyota dealer will be more than happy to answer any of your questions and set up an appointment to perform the inspection and if necessary replacement.*** If you require further assistance, you may contact the Toyota Customer Experience Center at 1-888-270-9371 Monday through Friday, 5:00 am to 9:30 pm, Saturday and Sunday 7:00 am through 3:00 pm Pacific Standard Time.

If you believe that the dealer or Toyota has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 1-888-327-4236.

If you are a vehicle lessor, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconvenience this condition may have caused you.

Thank you for driving a Toyota.

Sincerely,

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

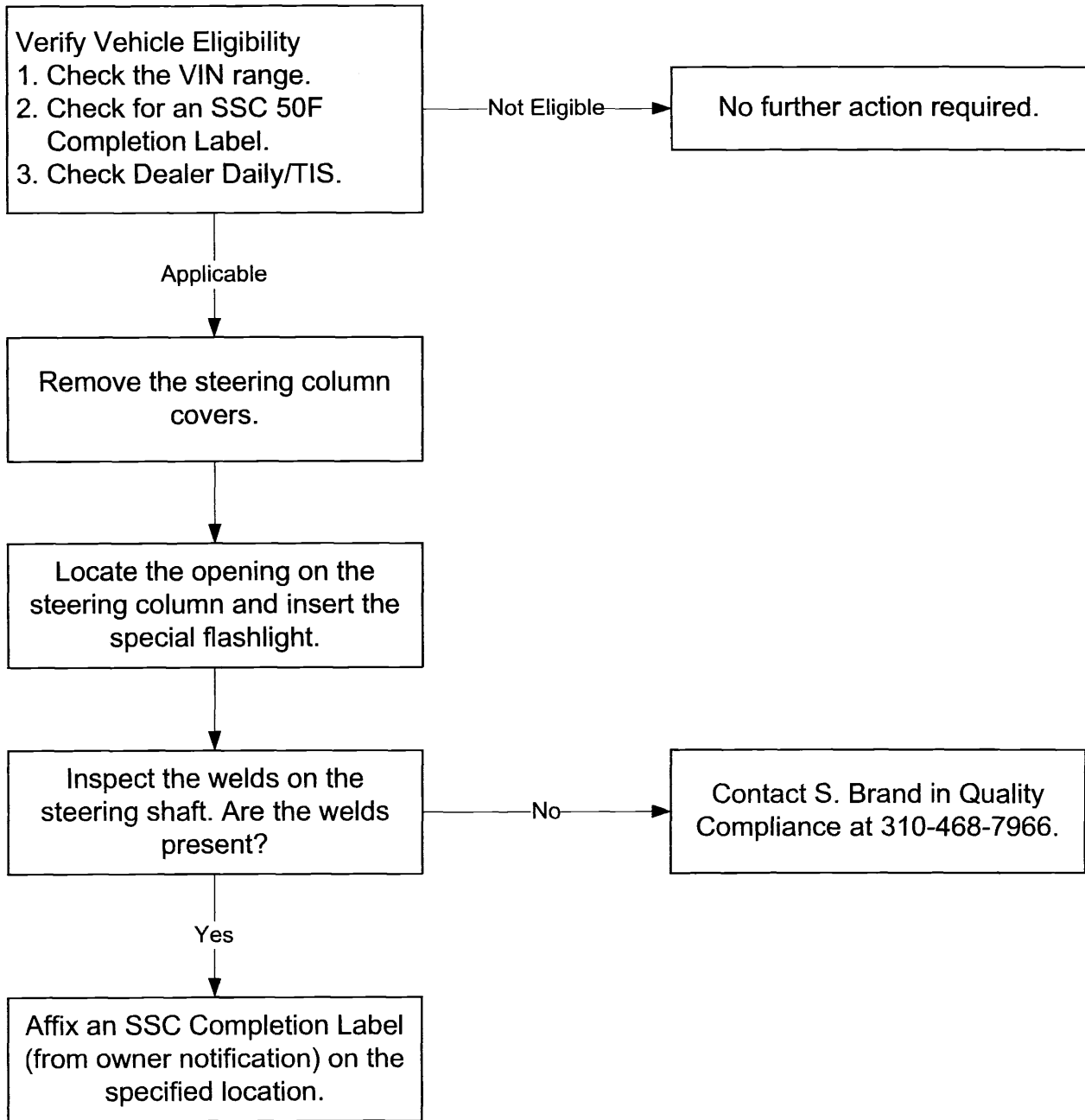
**TECHNICAL INSTRUCTIONS**

**FOR**

**SPECIAL SERVICE CAMPAIGN 50F**

**2005 MODEL YEAR AVALON**  
**STEERING COLUMN ASSEMBLY INSPECTION**

# I. OPERATION FLOW CHART



**THE STEERING COLUMN INSPECTION PROCEDURE VIDEO IS AVAILABLE TO VIEW ON TIS. GO TO <http://tis.toyota.com> TO VIEW.**

## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. AFFECTED VIN RANGE

MODEL	YEAR	VIN Range	
		VDS	Range
Avalon	2005	BK36B	U001099 – U006875

**NOTE:**

Not all early 2005 Avalon vehicles in the VIN range are involved. As always, consult Dealer Daily/TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is affected and has not already been completed prior to dealer shipment or by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

## III. PREPARATION

### A. PARTS

No parts are necessary for this campaign.

### B. TOOLS

- Standard hand tools
- Special Tool: A flexible flashlight (1 flashlight has been included in the Service Manager's Package).

## IV. BACKGROUND

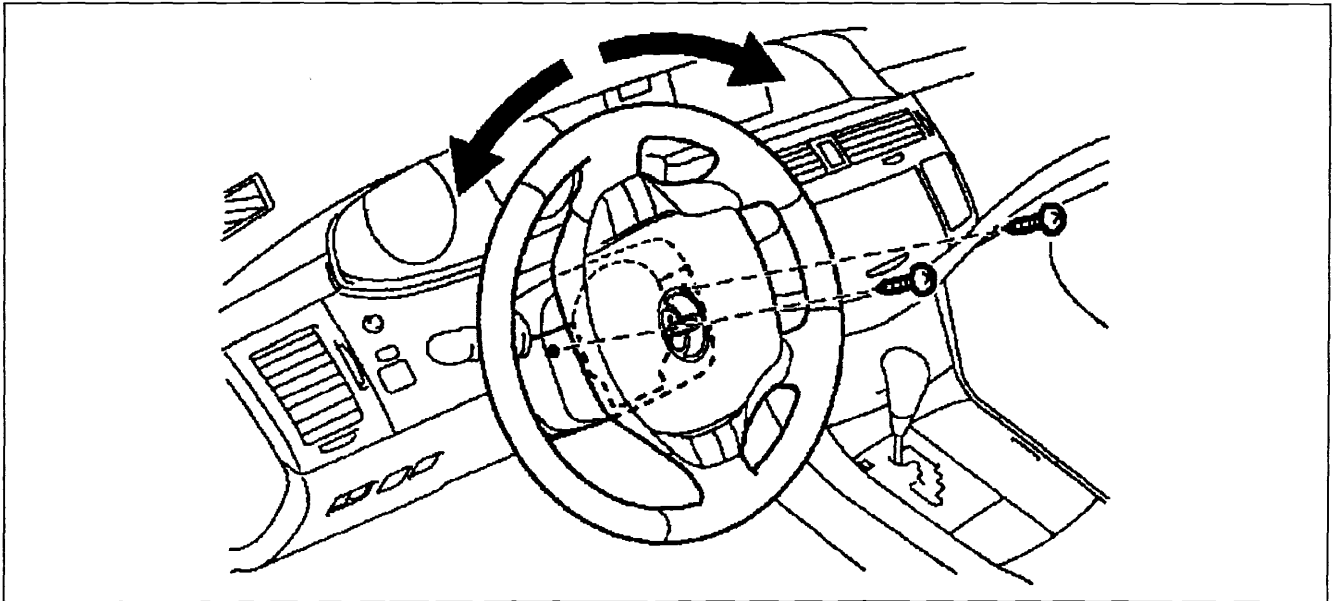
In a handful (less than three) of the early 2005 Model Year Avalon vehicles, there is a possibility that a portion of the steering column assembly may not have been welded correctly. The inspection procedure is to verify it is welded correctly.

## V. WORK PROCEDURE

### A. STEERING COLUMN ASSEMBLY INSPECTION

#### 1. REMOVE THE STEERING COLUMN COVERS

- (a) With the steering wheel centered, turn the steering wheel 90° to the left and remove the screw.
- (b) Re-center the steering wheel, and turn the steering wheel 90° to the right and remove the screw.
- (c) Separate and remove the upper and lower steering column covers.



## 2. INSPECT THE STEERING SHAFT

- (a) Locate the opening on the steering column as shown in the illustration below, and insert the special flashlight.
- (b) Check that there are welds (see TIS video clip) present on the flat areas of each side of the shaft between the lower yoke and the tubular shaft, as shown in the illustration.

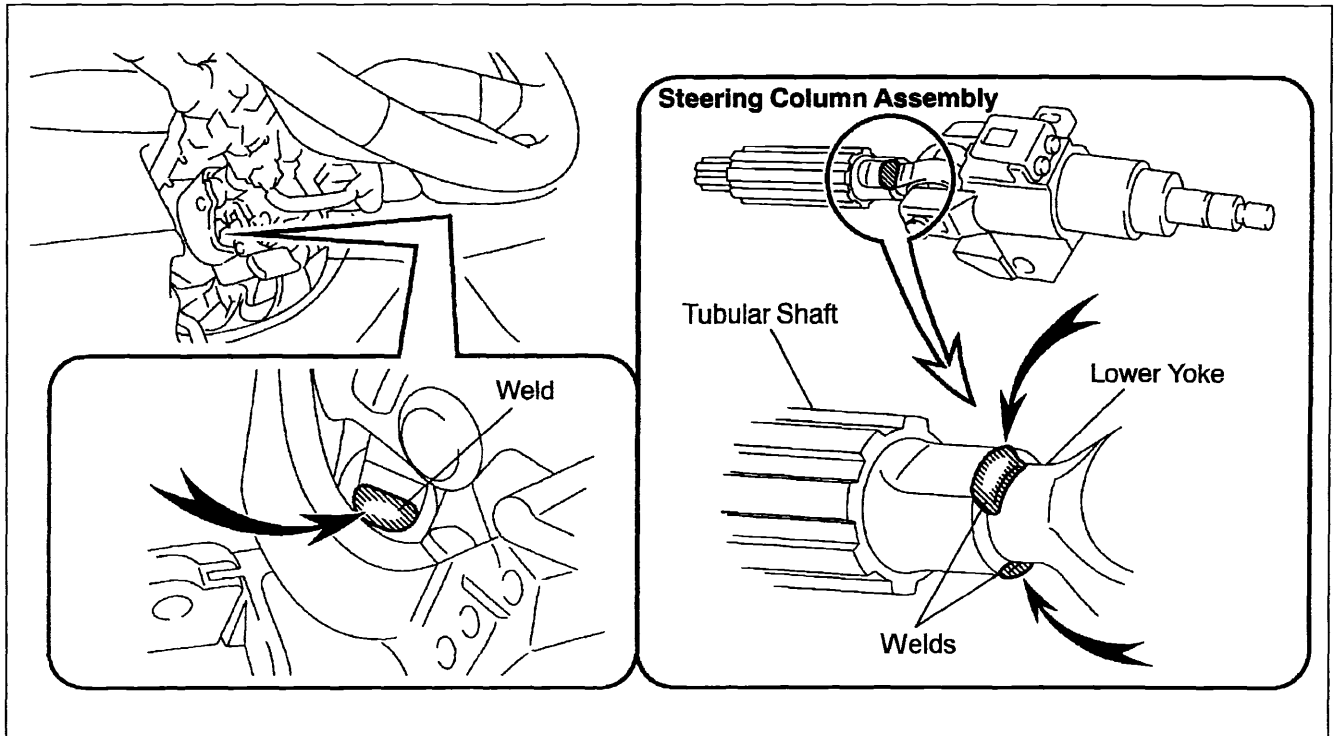
### Weld marks are present:

- Steering column assembly is **OK**.
- Proceed to step "3. REINSTALL THE STEERING COLUMN COVERS."

### Weld marks are missing:

- Steering column assembly is **NG**.
- Please call S. Brand in Quality Compliance at 310-468-7966.

A short instructional video on the inspection process can be viewed by clicking on: <http://tis.toyota.com>

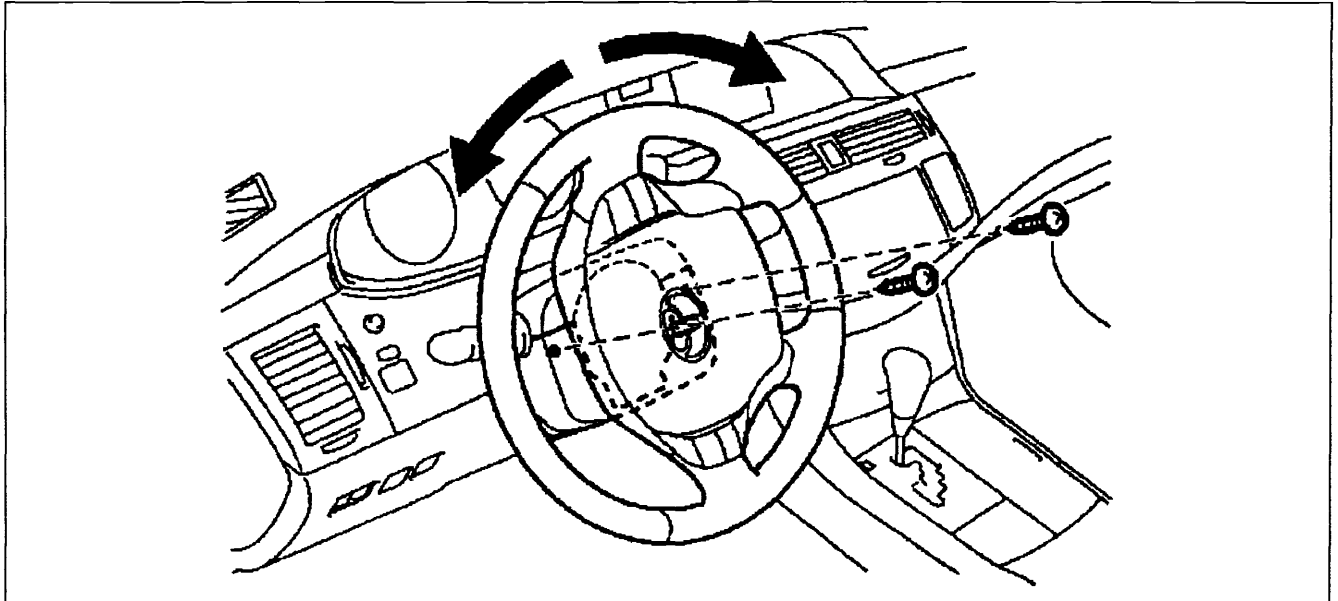


### NOTE:

Steering columns that are replaced will be placed on Warranty Parts Recovery and dealers will be required to return the original parts to TMS for inspection. Parts that are not returned or were unnecessarily replaced will result in the claim being debited.

### 3. REINSTALL THE STEERING COLUMN COVERS

- (a) Reinstall and reconnect the upper and lower steering column covers.
- (b) With the steering wheel centered, turn the steering wheel 90° to the right and reinstall the screw.
- (c) Re-center the steering wheel, and turn the steering wheel 90° to the left and reinstall the screw.



## VI. SSC COMPLETION LABEL INSTALLATION

After completing the repair and before returning the vehicle to the owner, an SSC completion label, which is enclosed in the owner's notification letter, must be affixed to the left front door hinge post, near the check strap.

(a) The label is to be filled out as follows:

- Write in SSC 50F.
- Write in date of repair.
- Write in your dealer code.

SSC	Date
DEALER CODE NO.	
00410-01917	

(b) Additional SSC completion labels, in sheets of 50 (P/N 00410-01917), may be ordered through the non-parts system on a 1450 order form or through the TDN system.