

Mark Kubota / TMS Customer Services Division
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Approved By: David Zellers

To: All Toyota Dealers
From: Toyota Customer Services

**50S - 2005 AND EARLY 2006 MODEL YEAR SCION tC
MOONROOF WIND DEFLECTOR LAMINATE INSTALLATION**

*******URGENT*******

On October 17, 2005, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding 2005 and early 2006 model year Scion tC vehicles, with the intent to initiate an SSC.

The Scion tC vehicle is equipped with a glass Wind Deflector which tilts upward when the moonroof is opened. In certain 2005 and early 2006 model year Scion tC vehicles, there is a possibility that if impacted by a projectile, such as road debris, while driving with the Wind Deflector in the upward-tilted position at highway speeds, the Wind Deflector may shatter and separate from the frame. In the worst case, pieces of the Wind Deflector glass which have separated from the frame may fall upon the vehicle occupants causing driver distraction and/or injury.

Toyota will inform owners of the involved vehicles with a Special Service Campaign notification letter sent via first class mail beginning in late-October. Owners are requested to contact their local Toyota dealer for diagnosis and repair upon receiving their notification. Toyota dealers will install a protective laminate to the Wind Deflector to prevent pieces of glass from separating from the Wind Deflector Frame at **NO CHARGE** to the vehicle owners. Owners may reduce the likelihood of this occurring on their vehicle by not opening the moonroof until the Special Service Campaign repair has been performed.

This new SSC will involve the installation of laminate into the moonroof wind deflector. A dealer package including technical instructions and reimbursement procedures will be mailed to dealers in mid-October 2005. Owner notifications will follow shortly thereafter.

- Please open the link below for a special video message from Scion regarding this SSC:
<http://tis.toyota.com/videot/SSC/tc50sdd.wmv>
- All customer inquiries should be directed to the Scion Customer Experience Center at 1-866-707-2466.
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- For **News media inquiries only**, they should be directed to Nancy Hubbell at (310) 468-7633, Ming-Jou Chen (310) 468-4782 or Allison Takahashi at (310) 468-5315 in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

The following Q&A has been provided for your reference.



**Special Service Campaign 50S
2005 and Early 2006 Model Year Scion tC Moonroof Wind Deflector Laminate Installation**

Q1: What is the condition?

A1: The Scion tC vehicle is equipped with a glass Wind Deflector which tilts upward when the moonroof is opened. In certain 2005 and early 2006 model year Scion tC vehicles, there is a possibility that if impacted by a projectile, such as road debris, while driving with the Wind Deflector in the upward-tilted position at highway speeds, the Wind Deflector may shatter and separate from the frame. In the worst case, pieces of the Wind Deflector glass which have separated from the frame may fall upon the vehicle occupants causing driver distraction and/or injury.

Q2: What is the cause of this condition?

A2: Although the Wind Deflector meets all required Safety Standards, there is a possibility that if impacted by a projectile, such as road debris, while driving with the Wind Deflector in the upward-tilted position at highway speeds, the Wind Deflector may shatter and separate from the frame.

Q3: Are there any warnings that this condition will occur?

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

Q4: Which and how many vehicles are involved?

A4: There are approximately 72,000 2005 and early 2006 model year Scion vehicles involved in the U.S.

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

A5: The affected Scion vehicles were produced from March, 2004 through July, 2005.

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

A6: No, this specific condition only affects certain 2005 and early 2006 model year Scion tC vehicles.

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

A7: There have been three cases of this condition reported in the affected vehicles.

Q8: Have there been any accidents reported?

A8: There have been no reported cases of accidents in the affected vehicles which may relate to this condition.

Q9: Have there been any injuries related to the alleged accidents?

A9: There have been no reported cases of injuries related to this condition reported in the affected vehicles.

Q10: What is Scion going to do?

A10: Any Scion or Toyota dealer will install a protective laminate to the Wind Deflector to prevent pieces of glass from separating from the Wind Deflector Frame at **NO CHARGE** to the vehicle owners.

Q11: How long will the repair take?

A11: The installation of the protective laminate will take approximately one hour. 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 or have immediate concerns about the current safety of their vehicle?

A12: Owners are requested to contact their local Scion or Toyota dealer for diagnosis and repair. Owners may also reduce the likelihood of this occurring on their vehicle by not opening the moonroof until the Special Service Campaign repair has been performed.