

TOYOTA CUSTOMER SERVICES

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 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

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

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

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50J PHASE 2
(FRONT SUSPENSION LOWER BALL JOINT)

DEPARTMENT OF INVESTIGATION
2005 AUG 29 PM 8:00
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AUG 29 2005

As announced in June, 2005, Toyota initiated a Special Service Campaign to replace the Front Suspension Lower Ball Joints on certain 2001 – 2002 4Runner, 2001 – mid-2004 Tacoma 4WD and PreRunner, 2002 – early 2004 Sequoia and Tundra vehicles. This notification is being sent to advise you of the launch of Phase 2 of this campaign.

The following vital information is provided to inform you and your staff of the Phase 2 owner notification and your degree of involvement. Additional information about this campaign can be found in the Phase 1 and SSC 50J update letter.

1. **Dealer Letter Mailing Date**

The attached Phase 2 Dealer Letter will be sent to all Toyota dealers on August 22, 2005.

2. **Owner Notification Mailing Date**

The owner notification (Phase 2) will commence in late August, 2005.

3. **Number of Vehicles Involved for Phase 2**

The approximate numbers of vehicles involved in the U.S. for Phase 2 are:

Model Year	Model	Vehicles Sold
2001 – 2002	4Runner	28,400
2001 – mid-2004	Tacoma 4WD and PreRunner	57,000
2002 – early 2004	Sequoia and Tundra	94,300

4. **Region/District Summary Reports**

We have enclosed the following Phase 2 SSC 50J 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 SSC.
- A District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

5. **Region/PD Assistance**

We request the assistance of all Region and Private Distributor associates in counseling dealers regarding their parts order quantities to assure orders are consistent with Phase 2 of this SSC. This phase will involve approximately 179,700 vehicles (or approximately 25 % of the overall SSC vehicle population). In addition, the Phase 2 owner notifications will be mailed on a daily basis over a four to five week period. Owner notification volume for this phase will not exceed the available number of parts by model at the launch of Phase 2. Therefore, dealers should rely upon the natural gravity of service appointments generated by the owner notifications as well as normal scheduled maintenance appointments when ordering parts. Each subsequent phase of the campaign will involve an increasingly larger owner notification population ***with the final winter phase representing the largest number of owners.***

Additionally, it is important to note that in total, nearly 790,000 vehicles are involved (96,000 owner letter have been mailed in Phase I). Based on that volume and other seasonal service business variations, we also recommend that your field travelers counsel with your dealers regarding the need to assure adequate service capacity in order to maintain a high level of customer satisfaction, ***especially in the later phases of this campaign,*** as owner notification volume will continue to increase in alignment with parts availability. This will help assure an adequate and balanced parts inventory and dealership service capability as we move through this campaign.

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



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

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50J PHASE 2
(FRONT SUSPENSION LOWER BALL JOINT)

As announced in June, 2005, Toyota initiated a Special Service Campaign to replace the Front Suspension Lower Ball Joints on certain 2001 – 2002 4Runner, 2001 – mid-2004 Tacoma 4WD and PreRunner, 2002 – early 2004 Sequoia and Tundra vehicles. This notification is being sent to advise you of the launch of Phase 2 of this campaign.

The following vital information is provided to inform you and your staff of the owner notification (Phase 2) of the campaign and your degree of involvement. Additional information about this campaign can be found in the Phase I and SSC 50J update letter.

1. **Owner Notification Letter Mailing Date**

The owner notification (Phase 2) will commence in late August, 2005.

2. **Number of Involved Vehicles for Phase 2**

The approximate numbers of vehicles involved in the U.S. for Phase 2 are:

Model Year	Model	Vehicles Sold
2001 – 2002	4Runner	28,400
2001 – mid-2004	Tacoma 4WD and PreRunner	57,000
2002 – early 2004	Sequoia and Tundra	94,300

3. **Dealer/Owner Lists for Phase 2**

Affected vehicle VIN lists for Phase 2 (VIN only due to changes in Privacy Laws) for the SSC 50J campaign have been distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

Reports will be issued for each subsequent phase accompanied by a separate Dealer cover letter announcing the next phase.

NOTE:

Always consult Dealer Daily or TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is involved and has not already been completed by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

4. Repair Procedures

Please refer to Phase 1 and SSC 50J update letter. The latest repair information can be found on TIS.

5. Parts Ordering

The necessary parts can be ordered through the dealer's facing PDC. Dealers should not order parts if they do not have any vehicles listed on their dealer reports, or until they have a confirmed owner appointment.

To prevent parts shortages and excess parts stock at dealerships, the "Suggested Initial Parts Order Quantity" has been provided in each Phase 2 Dealer/Owner List (sent to each dealer's Service and Parts Managers) as a guide. This will assure an adequate and balanced parts inventory. UIO by state matrixes for Phase 2 are listed below to inform dealers of the number of 4Runner, Tacoma 4WD and PreRunner, Sequoia, and Tundra vehicles in their area. Please refer to the Phase 1 and SSC 50J update letter for parts ordering information.

The following state matrix shows the UIO by state for 4Runner vehicles for Phase 2.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	67	GA	1,288	ME	93	NJ	789	SD	30
AL	615	IA	95	MI	248	NM	174	TN	563
AR	156	ID	78	MN	222	NV	485	TX	2,731
AZ	1,062	IL	732	MO	292	NY	1,502	UT	153
CA	5,290	IN	222	MS	246	OH	527	VA	866
CO	660	KS	158	MT	68	OK	128	VT	77
CT	353	KY	259	NC	526	OR	253	WA	460
DC	24	LA	446	ND	13	PA	954	WI	255
DE	61	MA	590	NE	80	RI	65	WV	144
FL	2,632	MD	842	NH	147	SC	543	WY	44

The following state matrix shows the UIO by state for Tacoma 4WD & PreRunner vehicles for Phase 2.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	185	GA	2,069	ME	351	NJ	807	SD	52
AL	1,236	IA	167	MI	322	NM	621	TN	1,067
AR	683	ID	321	MN	264	NV	787	TX	4,275
AZ	2,043	IL	500	MO	452	NY	1,201	UT	642
CA	13,666	IN	359	MS	470	OH	875	VA	2,233
CO	1,557	KS	301	MT	166	OK	420	VT	444
CT	560	KY	736	NC	2,052	OR	1,129	WA	1,565
DC	29	LA	1,031	ND	29	PA	1,754	WI	369
DE	145	MA	1,308	NE	96	RI	228	WV	610
FL	4,028	MD	1,144	NH	596	SC	802	WY	117

The following state matrix shows the UIO by state for Sequoia/Tundra (P/N 04005-04134) vehicles for Phase 2.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	188	GA	1,934	ME	229	NJ	767	SD	87
AL	864	IA	183	MI	382	NM	334	TN	809
AR	460	ID	230	MN	515	NV	663	TX	4,799
AZ	1,397	IL	886	MO	454	NY	1,159	UT	383
CA	10,603	IN	444	MS	416	OH	661	VA	1,181
CO	957	KS	309	MT	148	OK	540	VT	125
CT	365	KY	525	NC	1,250	OR	552	WA	878
DC	22	LA	1,095	ND	50	PA	892	WI	476
DE	73	MA	978	NE	138	RI	115	WV	164
FL	3,720	MD	894	NH	264	SC	698	WY	76

The following state matrix shows the UIO by state for Sequoia/Tundra (04005-21134) vehicles for Phase 2.

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	141	GA	2,049	ME	213	NJ	721	SD	76
AL	1,046	IA	173	MI	356	NM	352	TN	800
AR	468	ID	192	MN	431	NV	688	TX	4,861
AZ	1,396	IL	788	MO	456	NY	1,302	UT	382
CA	12,073	IN	496	MS	589	OH	724	VA	1,346
CO	879	KS	289	MT	167	OK	510	VT	139
CT	346	KY	533	NC	1,462	OR	624	WA	879
DC	25	LA	1,340	ND	37	PA	998	WI	485
DE	96	MA	1,062	NE	97	RI	122	WV	194
FL	4,278	MD	989	NH	296	SC	816	WY	95

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.