


TOYOTA CUSTOMER SERVICES

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 Information

INTEROFFICE MEMORANDUM

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

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

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50K
(MID-2005 MODEL YEAR TUNDRA ACCESS CAB WITH FRONT CAPTAIN'S CHAIRS
FRONT PASSENGER OCCUPANT CLASSIFICATION SYSTEM INDICATOR LIGHT LENS)

Toyota will initiate a Special Service Campaign to replace the Front Passenger Occupant Classification System Indicator Light Lens (Indicator Light Lens) on certain mid-2005 model year Tundra Access Cab vehicles equipped with the optional front captain's chairs.

The Front Passenger Occupant Classification System is installed in certain 2005 model year Tundra Access Cab vehicles equipped with the optional front captain's chairs. This system monitors the weight and load on the front passenger seat, as well as the seatbelt buckle switch status, to determine whether to activate or deactivate the front passenger airbag. A small number of mid-2005 model year Tundra Access Cab vehicles equipped with the optional front captain's chairs may have been manufactured with an incorrect Front Passenger Occupant Classification System Indicator Light Lens (Indicator Light Lens) which will not display the status of the front passenger airbag. In the worst case, the front passenger may not be able to verify the status of the airbag which may lead to increased likelihood of injury in the event of a crash.

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

1. **Dealer Letter Mailing Date**
The attached Dealer Letter will be sent to all Toyota dealers in mid-July, 2005.
2. **Owner Notification Mailing Date**
The owner notification will commence in early August, 2005.

Please note that not all vehicles in the VIN range are affected by this SSC. 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 by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the front passenger occupant classification system indicator light lens replacement as outlined in the attached Technical Instructions.

3. **Number of Vehicles Involved**
There are approximately 2,500 Tundra Access Cab vehicles equipped with the optional front captain's chairs (mid-2005 model year) vehicles involved in the U.S.
4. **Region/District Summary Reports**
We have enclosed the following SSC 50K 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. 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/replacements have been performed.

6. Parts Ordering

The necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information.

Part Number	Part Description	Qty.
81942-0C120	Front Passenger Airbag Indicator Light Lens	1*

*Due to the low number of affected vehicles, the Front Passenger Airbag Indicator Light Lens will be placed on Manual Allocation Control. A representative from TMS Quality Compliance will review each order and contact the dealership's parts manager to verify the necessity of the order *if* our records indicate the dealership does not have any vehicles in their UIO. All other orders will be reviewed and released based upon the dealership's UIO and SSC claims filed. This will assure an adequate and balanced parts inventory.

If there are *special* circumstances where a dealer is having difficulty receiving parts for a confirmed customer, dealer associates may contact 310-468-5516 to research the order. **YOU DO NOT NEED TO CALL FOR ROUTINE RELEASE.** 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

7. Reimbursement Procedures

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

8. Region/PD Assistance

We request the assistance of all Region and Private Distributor associates in counseling dealers regarding their part order quantities to assure orders are consistent with this SSC. This will assure an adequate and balanced parts inventory.

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.



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Torrance, CA 90509-2991

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

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50K
(MID-2005 MODEL YEAR TUNDRA ACCESS CAB WITH FRONT CAPTAIN'S CHAIRS
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The following vital information is provided to inform you and your staff of the owner notification of the campaign and your degree of involvement.

1. **Owner Notification Letter Mailing Date**

The owner notification will commence in early August, 2005.

Please note that not all vehicles in the VIN range are affected by this SSC. If you are contacted by an owner of an involved vehicle, who has not yet received a notification, please **verify eligibility by confirming through Dealer Daily/TIS prior to performing repairs**. Dealers should perform the Seatbelt Bezel replacement as outlined in the attached Technical Instructions.

2. **Identification of Involved Vehicles**

There are approximately 2,500 Tundra Access Cab vehicles equipped with front captain's chairs (mid-2005 model year) vehicles involved in the U.S.

Model	Year	WMI	VIN Range	
			VDS	Ranges
TUNDRA	2005	5TB	BT441	S468967 – S472241
			RT341	S468343 – S471195
			RU341	S452593 – S455321

NOTE: Not all vehicles in the VIN ranges are involved in this SSC. 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 or prior to dealer delivery. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected.

3. Dealer/Owner Lists

VIN lists for the SSC 50K 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.

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 inspections/replacements have been performed.

5. Repair Procedures

Refer to the attached Technical Instructions and appropriate Repair Manual as indicated.

6. Parts Ordering

The necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information. 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.

Part Number	Part Description	Qty.
81942-0C120	Front Passenger Airbag Indicator Light Lens	1*

*Due to the low number of affected vehicles, the Front Passenger Airbag Indicator Light Lens will be placed on Manual Allocation Control. A representative from TMS Quality Compliance will review each order and contact the dealership's parts manager to verify the necessity of the order *if* our records indicate the dealership does not have any vehicles in their UIO. All other orders will be reviewed and released based upon the dealership's UIO and SSC claims filed. This will assure an adequate and balanced parts inventory.

If there are *special* circumstances where a dealer is having difficulty receiving parts for a confirmed customer, dealer associates may contact 310-468-5516 to research the order. **YOU DO NOT NEED TO CALL FOR ROUTINE RELEASE.** 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

To prevent parts shortages and excess parts stock at dealerships, the "Suggested Initial Parts Order Quantity" has been provided in each Dealer/VIN 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 are listed to inform dealers of the number of vehicles in their area.

The following state matrix shows the UIO by state.

STATE	UIO
AK	19
AL	32
AR	23
AZ	87
CA	364
CO	37
CT	12
DC	0
DE	9
FL	219

STATE	UIO
GA	49
IA	17
ID	19
IL	44
IN	27
KS	17
KY	14
LA	51
MA	83
MD	66

STATE	UIO
ME	22
MI	39
MN	34
MO	40
MS	21
MT	23
NC	59
ND	2
NE	4
NH	28

STATE	UIO
NJ	42
NM	19
NV	40
NY	67
OH	33
OK	14
OR	58
PA	165
RI	7
SC	39

STATE	UIO
SD	10
TN	36
TX	193
UT	15
VA	126
VT	27
WA	66
WI	33
WV	57
WY	3

7. Reimbursement Procedures

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation code to be used for this campaign is:

SSC #	Op. Code	Description	Flat Rate Hour
50K	5507G1	Replace the Front Passenger Airbag Indicator Light Lens	0.5 Hr/Veh

NOTE: The above flat rate times include 0.1 hours for administrative cost per unit for the dealership.

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 50K
Mid-2005 Model Year Tundra Access Cab With Front Captain's Chairs
Front Passenger Occupant Classification System Indicator Light Lens
Safety Recall Notice

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 mid-2005 model year Tundra Access Cab vehicles equipped with the optional front captain's chairs.

What is the problem?

The Front Passenger Occupant Classification System is installed in certain 2005 model year Tundra Access Cab vehicles equipped with the optional front captain's chairs. This system monitors the weight and load on the front passenger seat, as well as the seatbelt buckle switch status, to determine whether to activate or deactivate the front passenger airbag*. A small number of mid-2005 model year Tundra Access Cab vehicles equipped with the optional front captain's chairs may have been manufactured with an incorrect Front Passenger Occupant Classification System Indicator Light Lens (Indicator Light Lens) which will not display the status of the front passenger airbag. In the worst case, the front passenger may not be able to verify the status of the airbag which may lead to increased likelihood of injury in the event of a crash.

*Please see your Owner's Manual for further details.

What will Toyota do?

Any Toyota dealer will replace the Indicator Light Lens with the correct one at **NO CHARGE** to you.

What should you do?

Please contact your authorized Toyota dealer to make an appointment to replace the Indicator Light Lens with the correct one as soon as possible. The repair will take approximately half an hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

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 Indicator Light Lens 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.



**Special Service Campaign (SSC) 50K
Certain Mid-2005 Model Year Tundra Access Cab Vehicles Equipped With Front Captain's Chairs
Front Passenger Occupant Classification System Indicator Light Lens Q&A**

Q1: What is the condition?

A1: The Front Passenger Occupant Classification System is installed in certain 2005 model year Tundra Access Cab vehicles equipped with the optional front captain's chairs. This system monitors the weight and load on the front passenger seat, as well as the seatbelt buckle switch status, to determine whether to activate or deactivate the front passenger airbag. A small number of mid-2005 model year Tundra Access Cab vehicles equipped with the optional front captain's chairs may have been manufactured with an incorrect Front Passenger Occupant Classification System Indicator Light Lens (Indicator Light Lens) which will not display the status of the front passenger airbag. In the worst case, the front passenger may not be able to verify the status of the airbag which may lead to increased likelihood of injury in the event of a crash.

Q2: What is the cause of this condition?

A2: Due to an error the incorrect Front Passenger Occupant Classification System Indicator Light Lens was installed in the affected vehicles.

Q3: Are there any warnings that this condition exists?

A3: Yes. In the affected mid-2005 model year Tundra Access Cab vehicles equipped with front captain's chairs, if the Front Passenger Occupant Classification System Indicator Light Lens only displays the Front Passenger Seatbelt Reminder Light, the incorrect lens is installed.

Q4: Which and how many vehicles are involved?

A4: There are approximately 2,500 Tundra Access Cab vehicles equipped with front captain's chairs (mid-2005 model year) vehicles involved in the U.S.

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

A5: The affected Toyota Tundra vehicles were produced from late April, 2005 to late June, 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 no cases of this condition reported in the affected Tundra 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 August, 2005. Toyota dealers will replace the Front Passenger Occupant Classification System Indicator Light Lens with the correct one at **NO CHARGE** to the customer.

Q10: How long will the repair take?

A10: The replacement 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.

TECHNICAL INSTRUCTIONS

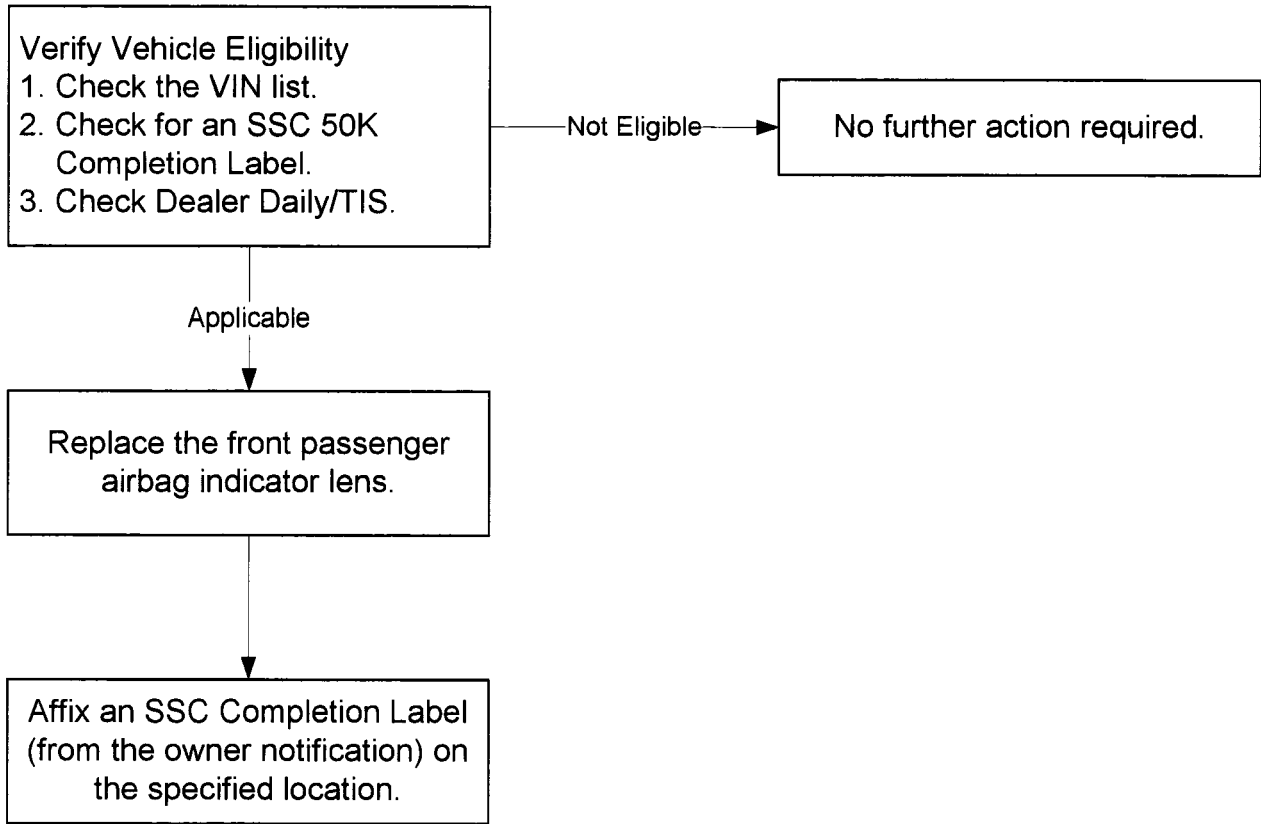
FOR

SPECIAL SERVICE CAMPAIGN 50K

**MID-2005 MODEL YEAR TUNDRA ACCESS CAB WITH FRONT
CAPTAIN'S CHAIRS**

**FRONT PASSENGER OCCUPANT CLASSIFICATION SYSTEM
INDICATOR LIGHT LENS**

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

Model	Year	WMI	VIN Range	
			VDS	Ranges
TUNDRA	2005	5TB	BT441	S468967 – S472241
			RT341	S468343 – S471195
			RU341	S452593 – S455321

III. PREPARATION

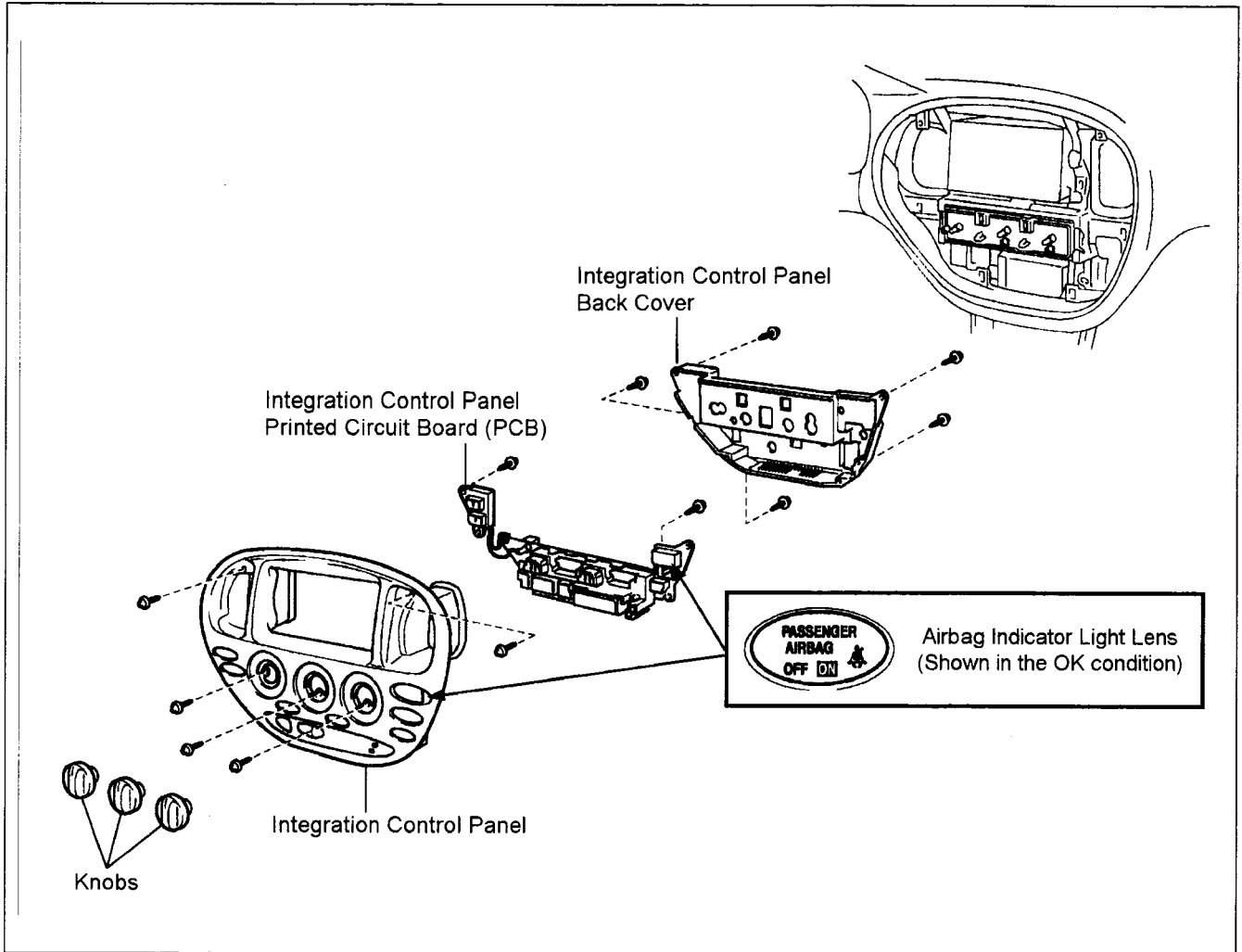
A. PARTS

Part Number	Part Description	Qty.
81942-0C120	Front Passenger Airbag Indicator Light Lens	1

B. TOOLS

- Standard hand tools

IV. COMPONENTS



V. BACKGROUND

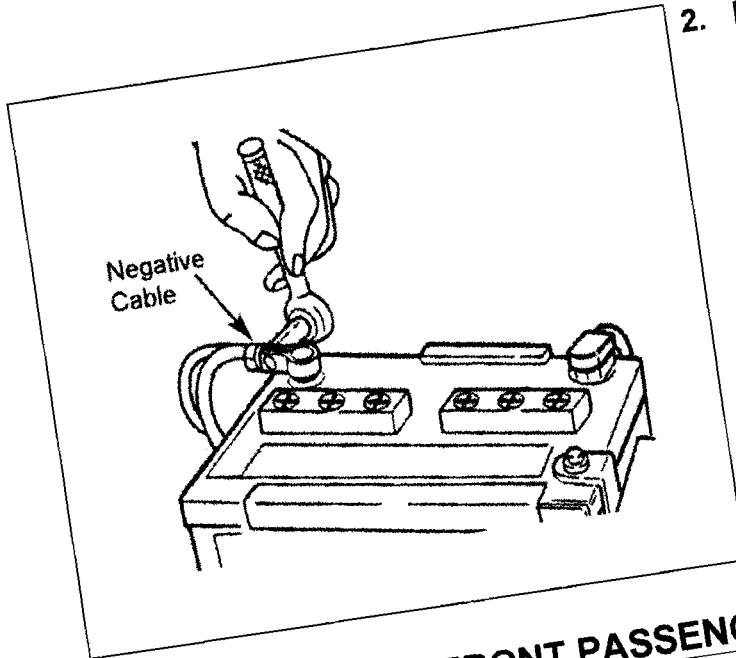
The Front Passenger Occupant Classification System is installed in certain 2005 model year Tundra Access Cab vehicles equipped with the optional front captain's chairs. This system monitors the weight and load on the front passenger seat, as well as the seatbelt buckle switch status, to determine whether to activate or deactivate the front passenger airbag. A small number of mid-2005 model year Tundra Access Cab vehicles equipped with the optional front captain's chairs may have been manufactured with an incorrect Front Passenger Occupant Classification System Indicator Light Lens (Indicator Light Lens) which will not display the status of the front passenger airbag. In the worst case, the front passenger may not be able to verify the status of the airbag which may lead to increased likelihood of injury in the event of a crash.

VI. WORK PROCEDURE

A. VEHICLE PREPARATION

1. RECORD THE RADIO STATION PRESETS

2. DISCONNECT THE NEGATIVE BATTERY CABLE



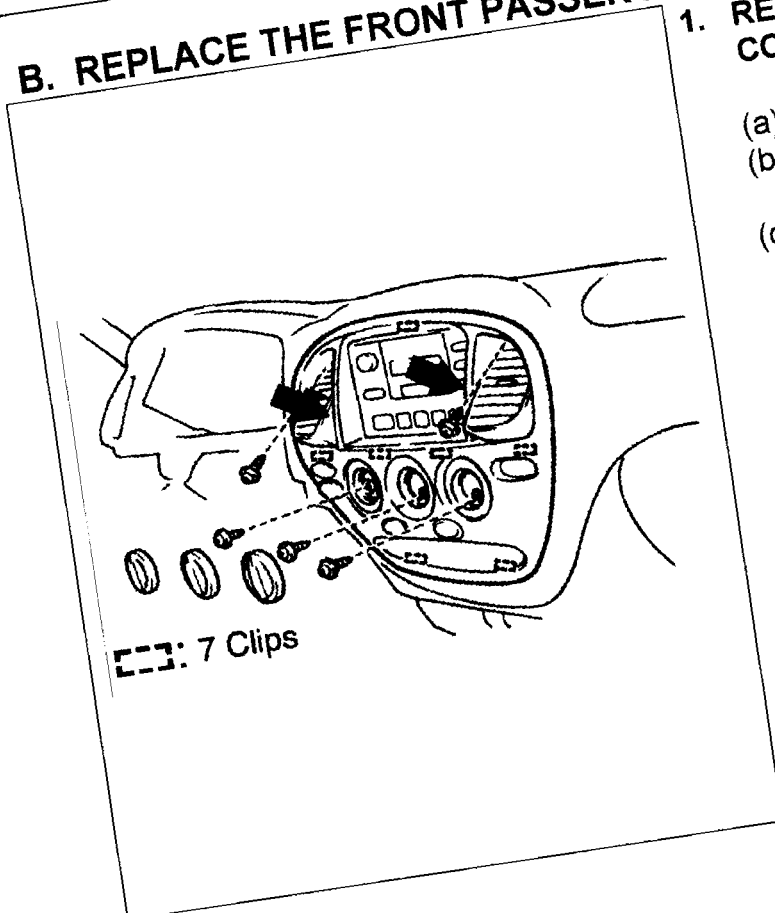
B. REPLACE THE FRONT PASSENGER AIRBAG INDICATOR LENS CONTROL PANEL

1. REMOVE THE INTEGRATION CONTROL PANEL

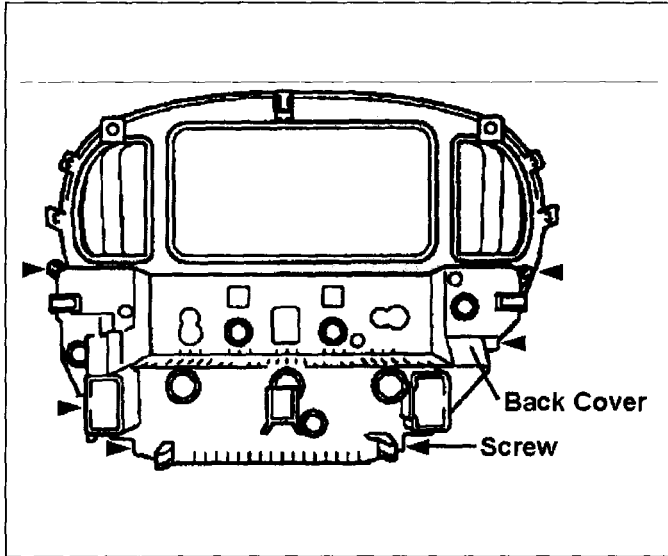
- (a) Remove the 3 control knobs.
- (b) Remove the 3 screws (1 screw behind each of the 3 control knobs).
- (c) Remove the 2 screws (1 screw above each vent).

NOTE:

- Be careful not to drop the 2 screws located above the vents when removing them.
- Using a magnetic screwdriver will aid in the removal of the 2 screws.



- (d) Remove the integration control panel by pulling at the positions indicated by the arrows in the illustration.
- (e) Disconnect the 2 connectors.

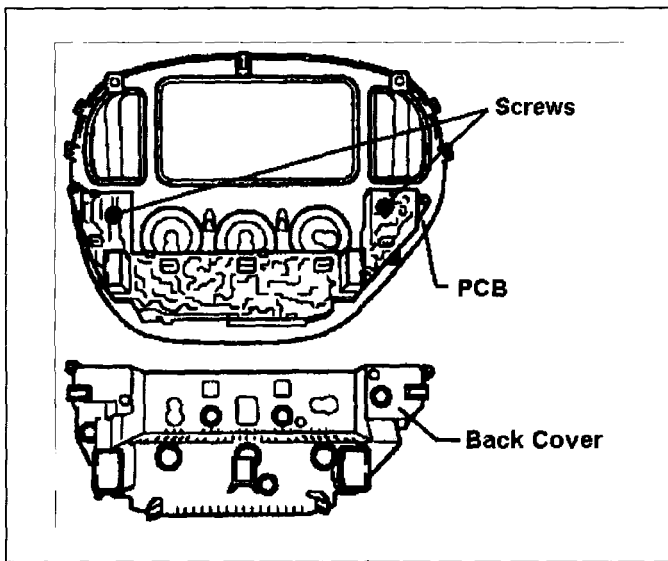


2. REMOVE THE INTEGRATION CONTROL PANEL BACK COVER

- (a) Turn the integration control panel over to the back side.
- (b) Remove the 6 screws.
- (c) Remove the back cover.

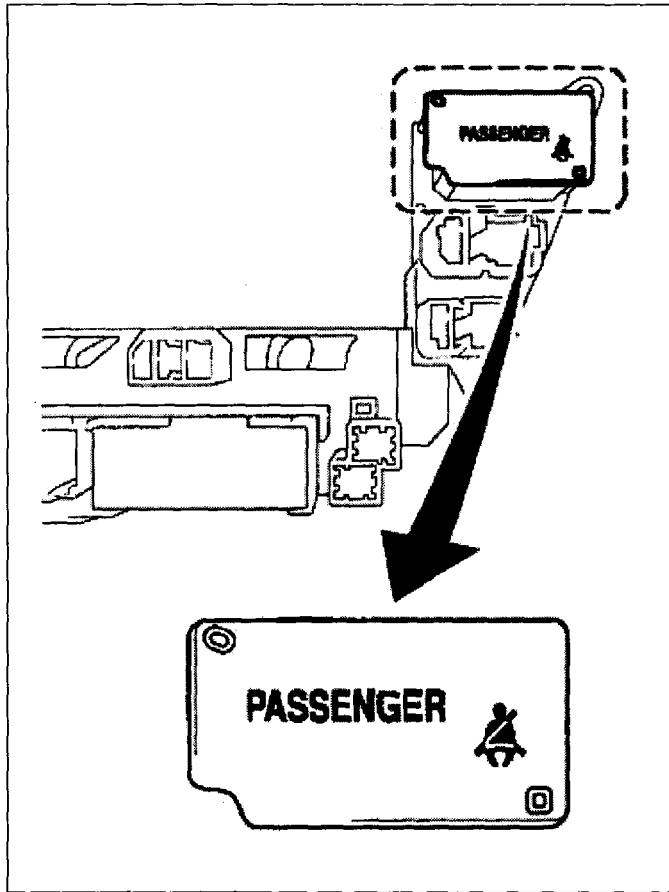
NOTE:

During this process, **DO NOT** place the integration panel facedown on a surface that can cause scratches.



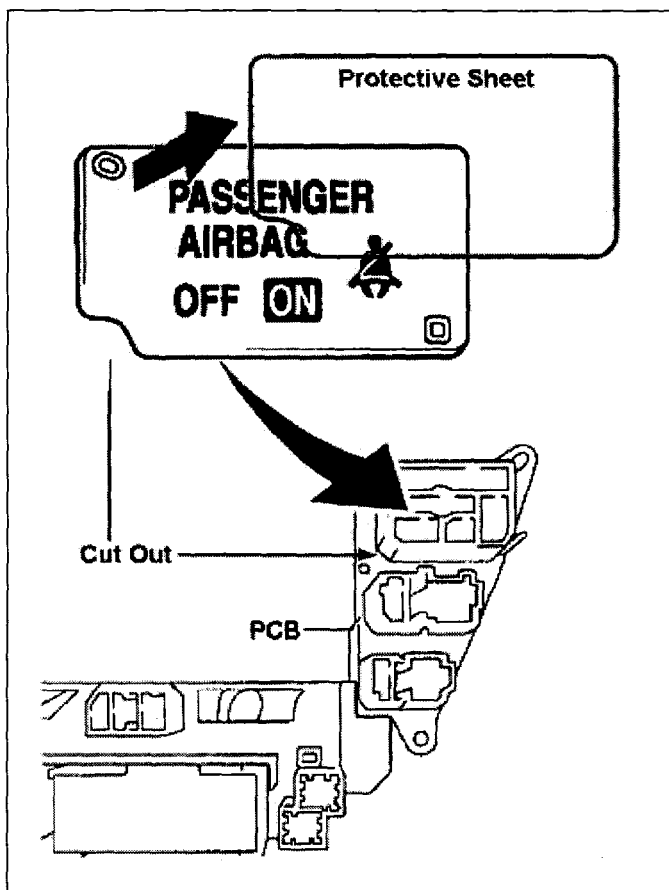
3. REMOVE THE INTEGRATION CONTROL PANEL PRINTED CIRCUIT BOARD (PCB)

- (a) Remove the 2 screws.
- (b) Remove the PCB.



4. REMOVE THE OLD PASSENGER AIRBAG INDICATOR LENS

- (a) Turn the PCB over to the front side.
- (b) Remove the old passenger airbag indicator lens.



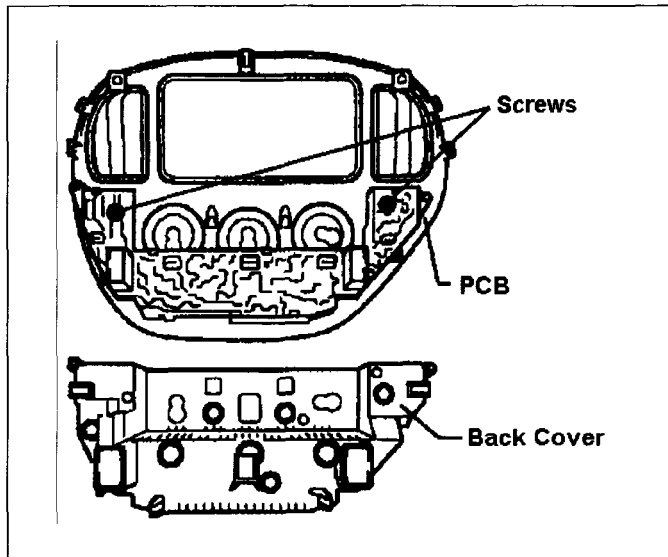
5. INSTALL THE NEW PASSENGER AIRBAG INDICATOR LENS

(a) Remove the protective sheet from the new indicator lens.

(b) Install the new indicator lens, making sure the cut out on the PCB and the indicator lens match up.

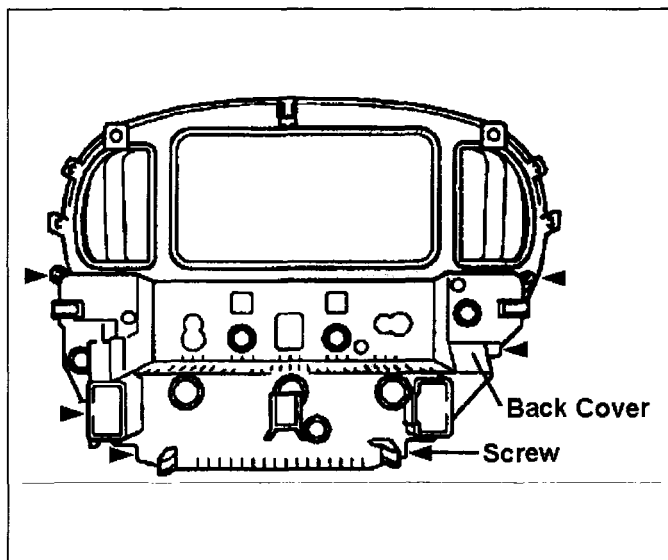
NOTE:

The protective sheet covering the new indicator lens, may make the lens appear to have scratches on it when it does not.



6. REINSTALL THE INTEGRATION CONTROL PANEL PRINTED CIRCUIT BOARD (PCB)

- (a) Reinstall the PCB.
- (b) Reinstall the 2 screws.

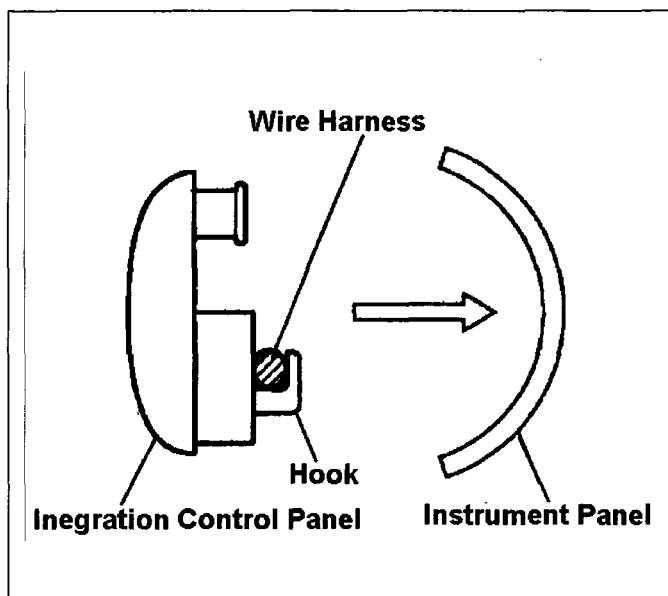


7. REINSTALL THE INTEGRATION CONTROL PANEL BACK COVER

- (a) Reinstall the back cover.
- (b) Reinstall the 6 screws.
- (c) Turn the integration control panel over to the front side and inspect the operation of all the buttons.

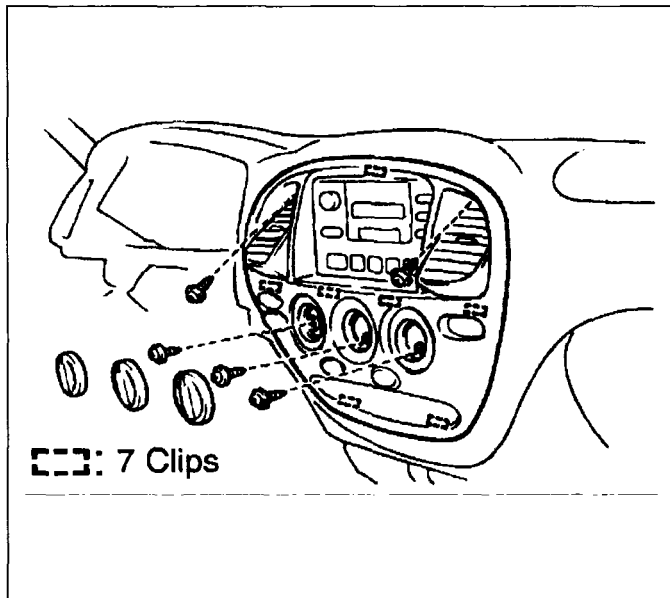
NOTE:

During this process, DO NOT place the integration panel facedown on a surface that can cause scratches.



8. REINSTALL THE INTEGRATION CONTROL PANEL

- (a) Reconnect the 2 connectors.
- (b) Reset the longer wire harness to the hook on the back side on the integration control panel.



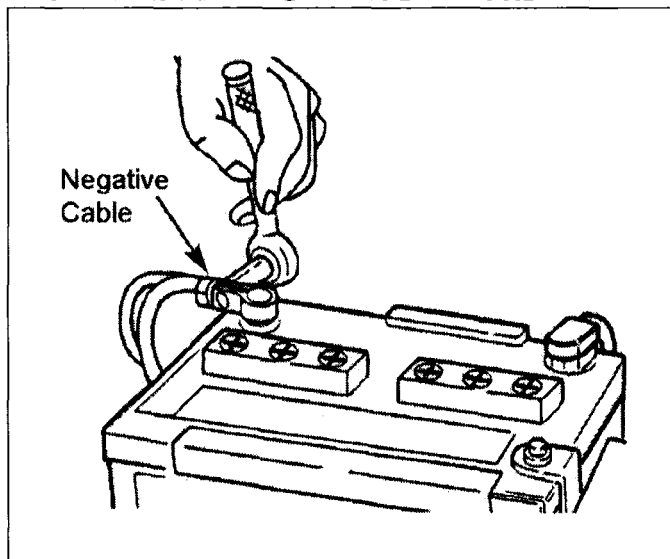
- (c) Reinstall the integration control panel, and make sure all 7 clips indicated in the illustration are engaged.
- (d) Reinstall the 5 screws.

NOTE:

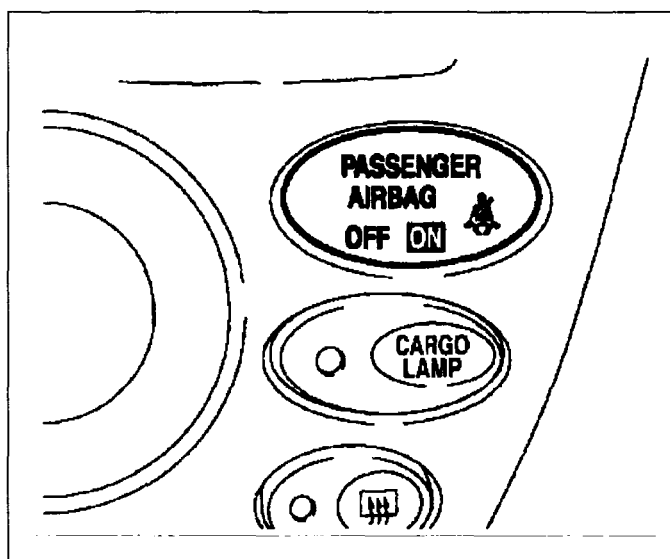
- Be careful not to drop the 2 screws located above the vents when reinstalling them.
- Using a magnetic screwdriver will aid in the reinstallation of these 2 screws.

- (e) Reinstall the 3 control knobs.

C. VEHICLE FUNCTION CHECK



- 1. **RECONNECT THE NEGATIVE BATTERY CABLE**



- 2. **CHECK THE OPERATION OF THE PASSENGER AIRBAG INDICATOR LIGHT**

- (a) Sit in the front passenger seat.
- (b) Turn the ignition switch to the ON position.
- (c) Check that the passenger airbag indicator light on the integration control panel illuminates and indicates that the passenger airbag is "ON".

3. PERFORM A FUNCTION CHECK ON THE INTEGRATION CONTROL PANEL

(a) Make sure all knobs and buttons mounted on the integration control panel work correctly.

4. REPROGRAM THE RADIO STATION PRESETS

5. SET THE CLOCK TO THE APPROPRIATE TIME

VII. 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 50K.
- 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.