


TOYOTA CUSTOMER SERVICES

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Date: 12/07/2005
 Action
 Retain
 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) – 50T
EARLY 2006 MODEL YEAR NORTH AMERICAN PRODUCED CAMRY TIRE
INFORMATION LABEL

Stamp: RECEIVED 12/07/2005 10:00 AM

Toyota will initiate a Special Service Campaign to update the Tire Information Label on certain early 2006 Camry vehicles built in North America.

Due to an administrative error, the incorrect spare tire and wheel size was listed on the Tire Information Label for certain early 2006 Camry vehicles built in North America. These Camry vehicles are correctly equipped with a T145/80R16 spare tire and wheel combination, but the installed tire information label incorrectly indicates the size as T145/80R15. This does not meet the requirements outlined in the Federal Motor Vehicles Safety Standards (FMVSS). In the worst case, the vehicle owner may try to install a smaller (incorrect size) spare tire which will not fit on the rim after reviewing the incorrect tire information label. However, the incorrect size spare tire will not fit on the rim and therefore does not constitute a risk to vehicle safety.

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

1. Dealer Letter Mailing Date

The attached Dealer Letter will be mailed to all Toyota dealers in December, 2005.

Please note that due to the situation in the Gulf Coast area, Dealers that are within the affected US Postal Service "no mail" zones will have their Dealer packages sent to the Private Distributor office for distribution at the appropriate time.

2. Owner Notification Mailing Date

Owner notifications will contain the label and owners will be requested to install it on their vehicle. The owner letters will begin mailing shortly.

Please note that due to the situation in the Gulf Coast area, owner letters that are in the affected US Postal Service "no mail" zones will be held until normal operations can resume.

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 and/or TIS.**

3. **Number of Vehicles Involved**

Nationally, there are approximately 4,500 early 2006 Model Year North American Produced Camry vehicles involved in the U.S.

4. **Region/District Summary Reports**

We have enclosed the following SSC 50T 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, once the "official" notification is received 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**

Dealer Stock/Inventory Unit Labels

A VIN list of vehicles dealers will be required to stop and correct in their inventory and a supply of update labels for these dealer stock vehicles will be shipped to dealers free of charge.

Customer Vehicle Labels

Labels will be included in the owner letter for customer vehicles.

7. **Reimbursement Procedures**

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

Please review this entire 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

TOYOTA

Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 50T
EARLY 2006 MODEL YEAR NORTH AMERICAN PRODUCED CAMRY TIRE
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The following vital information is provided to inform you and your staff of the activity schedule and your degree of involvement.

1. Owner Notification Mailing Date

Owner notifications will contain the label and owners will be requested to install it on their vehicle. The owner letters will begin mailing shortly.

Please note that due to the situation in the Gulf Coast area, owner letters that are in the affected US Postal Service “no mail” zones will be held until normal operations can resume.

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 **verify eligibility by confirming through Dealer Daily and/or TIS.**

2. Number and Identification of Involved Vehicles

Nationally, there are approximately 4,500 early 2006 Model Year North American Produced Camry vehicles involved in the U.S.

3. Vehicles in Dealer Stock

As required by Federal Regulation, once the “official” notification is received 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.

4. **Parts Ordering**

Dealer Stock/Inventory Unit Labels

A VIN list of vehicles dealers will be required to stop and correct in their inventory and a supply of update labels for these dealer stock vehicles will be shipped to dealers free of charge.

Customer Vehicle Labels

Labels will be included in the owner letter for customer vehicles. Customers will be requested to install the label to their vehicles.

5. **Repair Procedures**

Refer to the attached Technical Instructions.

6. **Reimbursement Procedures**

Submit warranty repair claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

The operation code(s) to be used for this activity are as follows:

Activity	Op. Code	Description	Flat Rate Hour
50T	5515L2	<u>For Dealer Stock Units (or if assistance to install the label is requested by the customer).</u> Update the Tire Information Label	0.2 Hr/Veh

NOTE: The above flat rate time includes 0.1 hours of 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 activity.

Thank you for your cooperation.

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



Special Service Campaign (SSC) 50T Q&A
Early 2006 Model Year North American Produced Camry Tire Information Label

Q1: What is the condition?

A1: Due to an administrative error, the incorrect spare tire and wheel size was listed on the Tire Information Label for certain early 2006 Camry vehicles built in North America. These Camry vehicles are correctly equipped with a T145/80R16 spare tire and wheel combination, but the installed tire information label incorrectly indicates the size as T145/80R15. This does not meet the requirements outlined in the Federal Motor Vehicles Safety Standards (FMVSS). In the worst case, the vehicle owner may try to install a smaller (incorrect size) spare tire which will not fit on the rim after reviewing the incorrect tire information label. However, the incorrect size spare tire will not fit on the rim and therefore does not constitute a risk to vehicle safety.

Q2: What is the cause of this condition?

A2: Due to an administrative error, the incorrect spare tire and wheel size was listed on the Tire Information Label.

Q3: Which and how many vehicles are involved?

A3: There are approximately 4,500 early 2006 Model Year North American Produced Camry vehicles involved in the U.S.

Q4: What is the production period of the affected vehicles?

A4: The affected North American built Camry vehicles were produced from late August, 2005 to mid-November, 2005.

Q5: Are there any other Toyota or Lexus vehicles involved?

A5: No, this specific condition only affects early 2006 Model Year Camry vehicles produced in North America.

Q6: What is Toyota going to do?

A6: Owners of the involved vehicles will receive a Special Service Campaign notification and an updated Tire Information Label by first class mail shortly. Owners will be requested to affix the label over the original label on the driver's door post. Toyota dealerships will assist customers who prefer to have the dealership perform the installation of the label at **NO CHARGE** to the vehicle owner.

Q7: How long will the repair take?

A7: Installation of the label will only take a few minutes.

Q8: What should an owner do if they experience difficulty affixing the updated label?

A8: Owners are requested to contact their local Toyota dealer for assistance with installing the updated Tire Information Label.

**EARLY 2006 MODEL YEAR NORTH AMERICAN PRODUCED CAMRY TIRE INFORMATION LABEL
NON-COMPLIANCE RECALL NOTICE**

DRAFT

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 non-compliance, which relates to motor vehicle safety, exists in certain early 2006 model year North American Produced Camry vehicles.

What is the problem?

Due to an administrative error, the incorrect spare tire and wheel size was listed on the Tire Information Label for certain early 2006 Camry vehicles built in North America. These Camry vehicles are correctly equipped with a T145/80R16 spare tire and wheel combination, but the installed tire information label incorrectly indicates the size as T145/80R15. This does not meet the requirements outlined in the Federal Motor Vehicles Safety Standards (FMVSS). In the worst case, the vehicle owner may try to install a smaller (incorrect size) spare tire which will not fit on the rim after reviewing the incorrect tire information label. However, the incorrect size spare tire will not fit on the rim and therefore does not constitute a risk to vehicle safety.

What will Toyota do?

In order to minimize any inconvenience to you, Toyota has enclosed an updated Tire Information label which you can affix over the original label in the specified location on the drivers door post (please see the enclosed instructions).

What should you do?

Please install this new Tire Information Label at your earliest convenience as indicated in the instructions, or if you prefer, your local Toyota dealer will be more than happy to assist you in installing the new label at **NO CHARGE**. If you choose to have the Toyota dealer affix the new label, **please present this notice and the enclosed Tire Information Label to the dealer at the time of your 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 installation. 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 non-compliance 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 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

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.

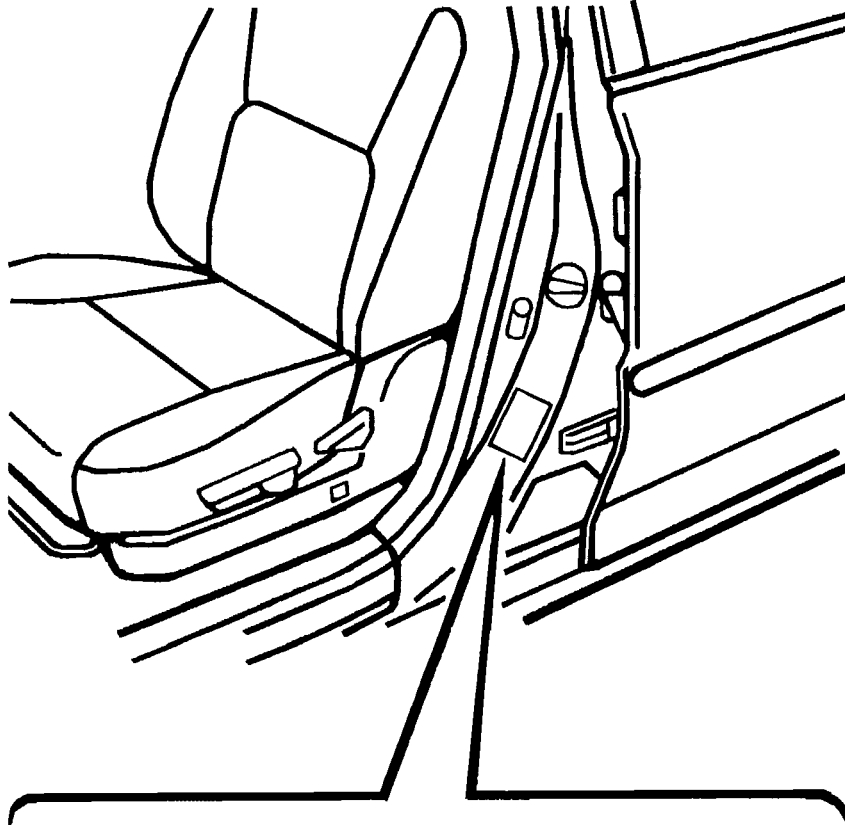
Thank you for driving a Toyota.

Sincerely,

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

Updated Tire Information Label Installation Instructions

1. Open the driver's door.
2. Locate the Tire Information Label, as shown below.



Tire Information Label Location

TIRE AND LOADING INFORMATION			
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION RENSEIGNEMENTS RELATIFS AUX PNEUS ET À LA CHARGE DU VÉHICULE CONSULTER LE GUIDE DU PROPRIÉTAIRE POUR DE PLUS AMPLES RENSEIGNEMENTS			
SEATING CAPACITY NOMBRE DE PLACES	TOTAL TOTAL: 5	FRONT AVANT: 2	REAR ARRIÈRE: 3
The combined weight of occupants and cargo should never exceed 410 kg or 900 lbs. La charge du véhicule (occupants et bagages) ne doit jamais dépasser 410 kg ou 900 lbs.			
ORIGINAL TIRE SIZE DIMENSIONS DES PNEUS D'ORIGINE		COLD TIRE INFLATION PRESSURE PRESSION DE GONFLAGE À FROID	
FRONT/AVANT	P205/65R15	FRONT/AVANT	200 kPa, 29 PSI
REAR/ARRÈRE	P205/55R15	REAR/ARRÈRE	200 kPa, 29 PSI
SPARE TIRE PNEU DE SECOURS		COLD TIRE INFLATION PRESSURE PRESSION DE GONFLAGE À FROID	
T145/80R15		420 kPa, 60 PSI	

Current label with incorrect spare tire and wheel information

3. Wipe the area where the new label will be affixed with a clean, dry cloth to remove any dust or dirt.
4. Affix the new Tire Information Label over the old label while smoothing out any air bubbles in the new label.

If you prefer, your local Toyota dealership will be more than happy to assist you in installing the label. If you choose to have the Toyota dealership affix the new label, **please present this notice and the enclosed Tire and Loading Information Label to the dealer at the time of your appointment.**

TECHNICAL INSTRUCTIONS

FOR

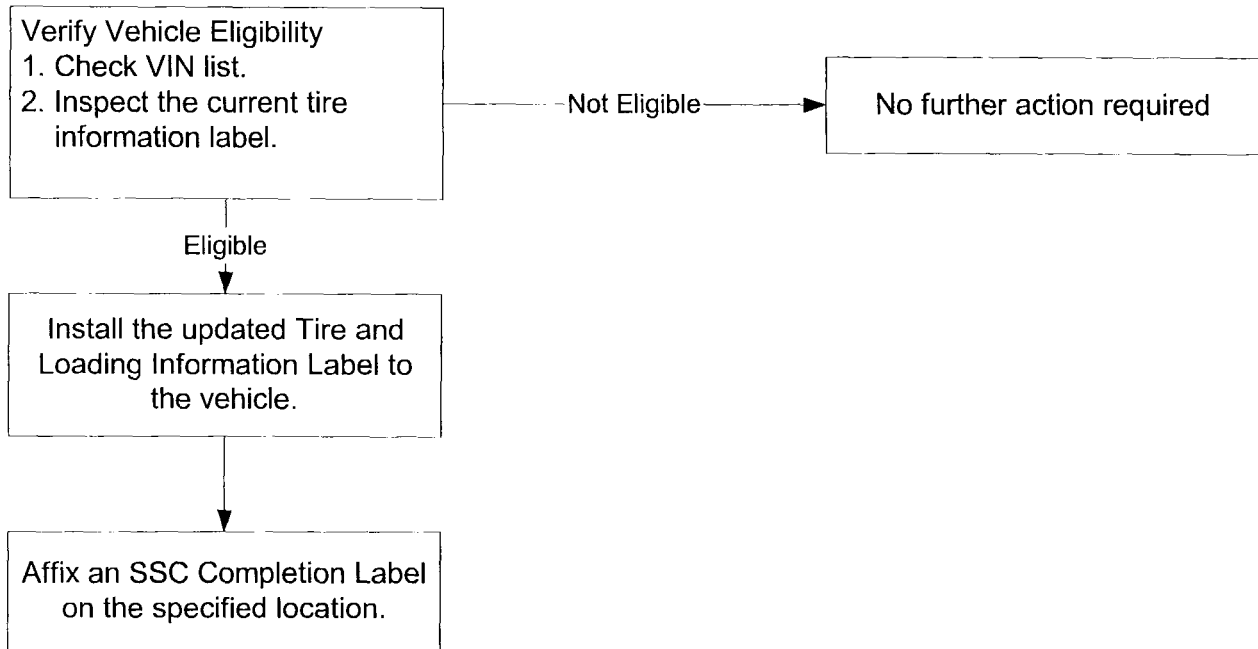
SPECIAL SERVICE CAMPAIGN 50T

EARLY 2006 MODEL YEAR

NORTH AMERICAN PRODUCED CAMRY

TIRE AND LOADING INFORMATION LABEL UPDATE

I. OPERATION FLOW CHART



II. IDENTIFICATION OF AFFECTED VEHICLES

A. AFFECTED VIN RANGE

- See attached VIN list.

III. PREPARATION

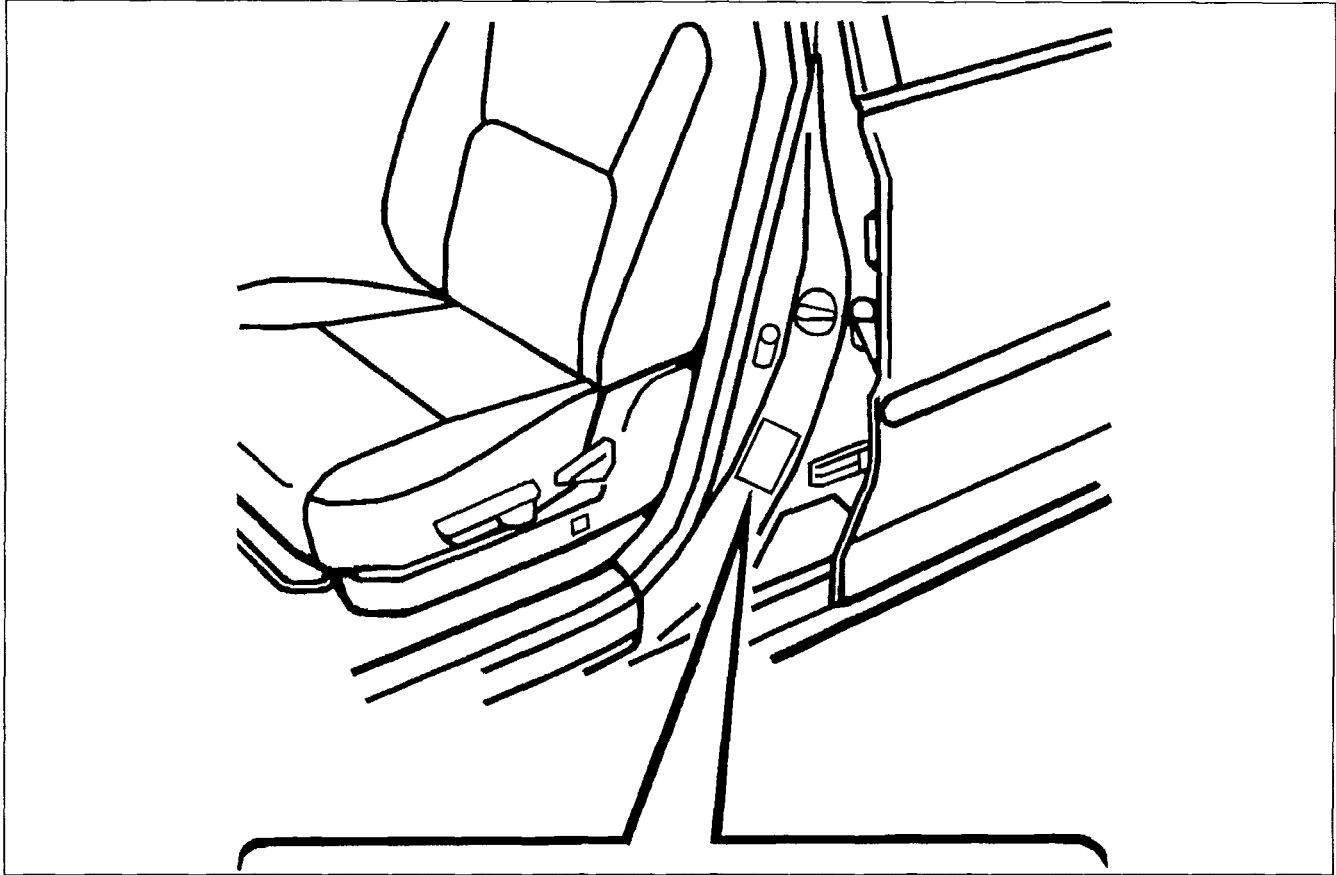
A. PARTS

- A supply of update labels for each involved vehicle will be shipped to dealers free of charge, for vehicles according to the TMS dealer stock report show remaining in dealer inventory.
- Labels will be included in the owner letter for customer vehicles.

B. TOOLS

- None

IV. COMPONENTS



Current label with incorrect spare tire and wheel information

INCORRECT

TIRE AND LOADING INFORMATION			
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION RENSEIGNEMENTS RELATIFS AUX PNEUS ET A LA CHARGE DU VEHICULE CONSULTER LE GUIDE DU PROPRIETAIRE POUR DE PLUS AMPLES RENSEIGNEMENTS			
SEATING CAPACITY NOMBRE DE PLACES	TOTAL TOTAL: 5	FRONT AVANT: 2	REAR ARRIERE: 3
The combined weight of occupants and cargo should never exceed 410 kg or 900 lbs. La charge du vehicule (occupants et baggages) ne doit jamais depasser 410 kg ou 900 lbs.			
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SPARE TIRE PNEU DE SECOURS		COLD TIRE INFLATION PRESSURE PRESSION DE GONFLAGE A FROID	
T145/80R15		420 kPa, 60 PSI	

5T

New label with updated spare tire and wheel information

OK

TIRE AND LOADING INFORMATION			
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION RENSEIGNEMENTS RELATIFS AUX PNEUS ET A LA CHARGE DU VEHICULE CONSULTER LE GUIDE DU PROPRIETAIRE POUR DE PLUS AMPLES RENSEIGNEMENTS			
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T145/80R16		420 kPa, 60 PSI	

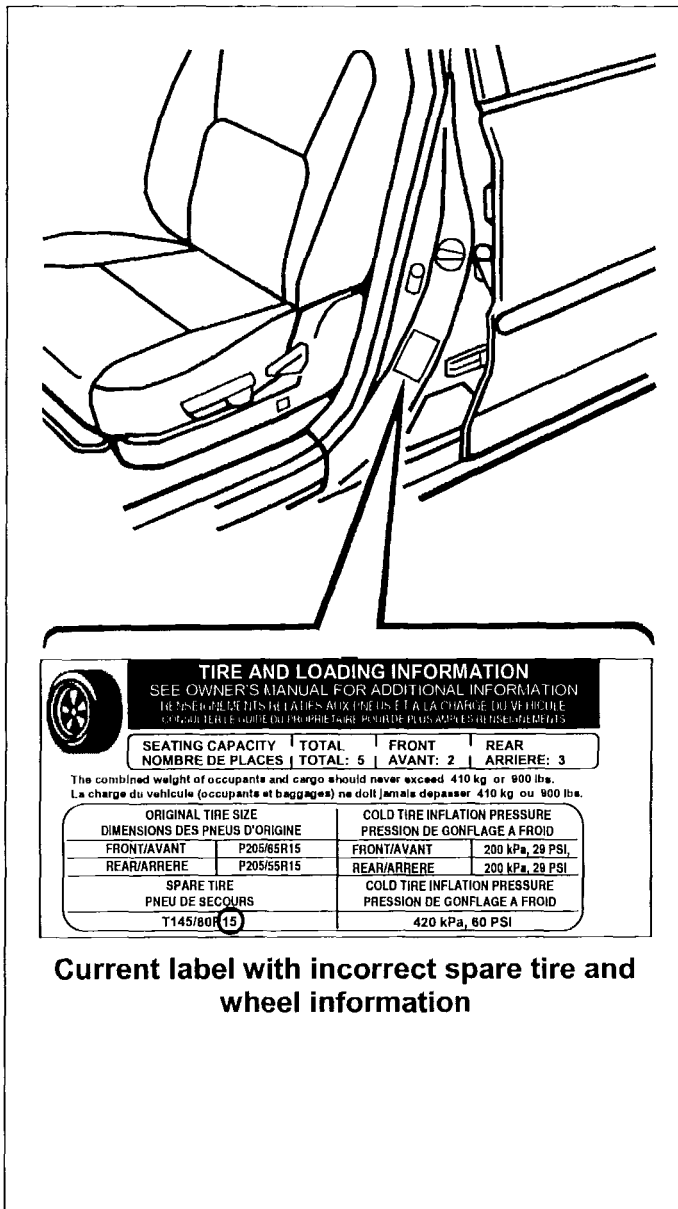
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V. BACKGROUND

Due to an administrative error, the incorrect spare tire and wheel size was listed on the Tire Information Label for certain early 2006 Camry vehicles built in North America. These Camry vehicles are equipped with a T145/80R16 spare tire and wheel combination, instead of a T145/80R15 as indicated on the existing Tire Information Label. This does not meet the requirements outlined in the Federal Motor Vehicles Safety Standards (FMVSS).

VI. WORK PROCEDURE

A. INSTALL THE UPDATED TIRE AND LOADING INFORMATION LABEL



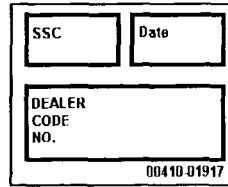
- Open the driver's door.
- Locate the Tire and Loading Information Label on the B-pillar as shown in the illustration.
- Inspect the current label and compare to the illustration shown.
- If the incorrect label is present proceed to step f.
- If the correct label is present no further action is required.
- Using a dry cloth, wipe off any dust or dirt from the existing Tire and Loading Information Label.
- Affix the new Tire and Loading Information Label with the updated spare tire and wheel information over the old one while smoothing out any air bubbles in the new label.

VII. SSC COMPLETION LABEL INSTALLATION

After completing the repair and before returning the vehicle to the owner, an SSC completion label 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 50T.
- Write in date of repair.
- Write in your dealer code.



The diagram shows a rectangular label form with a border. It is divided into three main sections. At the top left is a small box labeled 'SSC'. At the top right is a small box labeled 'Date'. Below these two boxes is a larger rectangular area labeled 'DEALER CODE NO.'. At the bottom right corner of the entire label, the part number '00410-01917' is printed.

(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.