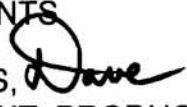


TOYOTA CUSTOMER SERVICES

Volume: XIII
Number: TC06-016
Date: 10/03/2006
☒ 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) – 60A (SAFETY RECALL)
(CERTAIN EARLY 2006 MODEL YEAR TACOMA 2WD EQUIPPED WITH
FIRESTONE 97S DESTINATION LE P215/70R15 TIRES)
**TIRE RETURN AND DISPOSAL UPDATE FOR DEALERSHIPS SERVICED BY
TACOMA DIRECT**

In February, 2006, Toyota released Safety Recall (SSC) 60A to inspect and if necessary replace the Original Equipment tires on certain early 2006 model year Tacoma 2WD vehicles equipped with Firestone 97S Destination LE P215/70R15 tires.

We understand that some dealerships (approximately 300 nationwide), which are serviced by Tacoma Direct have experienced difficulty returning the damaged tires to Firestone to assure proper credit. The attached procedural change will be announced to Toyota dealerships serviced by Tacoma Direct.

Please refer to the attached Dealer letter for additional information.

Please review this entire Special Service Campaign update 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 – Tacoma Direct Serviced Toyota Dealerships



TO: TOYOTA DEALER PRINCIPALS,
SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 60A (SAFETY RECALL)
(CERTAIN EARLY 2006 MODEL YEAR TACOMA 2WD EQUIPPED WITH FIRESTONE 97S
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We understand that some dealerships (approximately 300 nationwide), which are serviced by Tacoma Direct have experienced difficulty returning the damaged tires to Firestone to assure proper credit. The following procedural change is being announced to Toyota dealerships serviced by Tacoma Direct.

To support you, our Tacoma Direct serviced Toyota dealerships*, TMS will make the changes indicated below. Toyota dealers who are currently returning damaged tires to their local Firestone store for proper credit are not impacted by this change and should continue to follow the current process.

**Tacoma Direct serviced Toyota dealerships must order their tires through the Tacoma Direct toll free telephone number. The tires are overnighted to the dealership from Tacoma Direct.*

- Contact TMS Quality Compliance at 1-310-468-7966 with the following information:
 - Dealer Code
 - Dealership contact and phone number
 - SSC (Warranty) Claim number and Repair Order Number
 - Repair Date
 - Number of tires replaced and to-be-scraped
- A TMS Quality Compliance associate will document the dealerships information and will forward it to Bridgestone-Firestone. The TMS Quality Compliance associate will instruct the dealership to:
 - Drill a hole in the sidewall of the tire
 - Dispose of the damaged tires in accordance with local regulations

The Tacoma Direct serviced Toyota dealers will also now be reimbursed \$10.00 per tire for wheel weights, other incidentals and **tire disposal**. These costs are to be claimed as sublet type 'TY' on the warranty claim. (NOTE: Wheel weights may not be listed as replacement parts if claimed as a sublet.)

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.