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OFFICE OF
DEFECTS INVESTIGATION

To: All Toyota Dealers
From: Toyota Customer Services

Special Service Campaign (SSC) 60C
Certain 2004 Through Early 2006 Model Year Prius Steering Intermediate Shaft Replacement
*******URGENT*******

In early June, 2006, Toyota will initiate a Special Service Campaign (Safety Recall) on the Steering Shaft Assembly on certain 2004 through early 2006 Model Year Prius vehicles.

On May 30, 2006, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding certain 2004 through early 2006 model year Prius vehicles. Due to insufficient strength, a portion of the Steering Shaft Assembly may become loose or may develop a crack under certain operating conditions, such as when the wheel is turned forcefully to the locked position at low speed or the tire contacts roadside curbs while driving. The Steering Shaft Assembly consists of the Intermediate Shaft and Sliding Yoke which connects the steering wheel to the steering gear box.

The campaign will entail the replacement of the Steering Intermediate Shaft Assembly No. 2 in all involved vehicles. The Steering Sliding Yoke and Steering Intermediate Extension Shaft No. 1 will be inspected and replaced only as necessary.

There are approximately 170,000 Prius (2004 through early 2006 Model Year) vehicles involved in the U.S.

A dealer package including technical instructions and reimbursement procedures will be mailed to dealers in early June 2006.

Toyota will inform owners of the involved vehicles with a Special Service Campaign notification letter sent via first class mail beginning in early-June, approximately one week after the dealer notification.

- **All customer inquiries should be directed to the Toyota Customer Experience Center at 1-800-331-4331.**
- 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 Ming-Jou Chen (310) 468-4782 or Bill Kwong (310) 468-3764, 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 (SSC) 60C Q&A
2004 through early 2006 Model Year Prius Steering Intermediate Shaft

Q1: What is the condition?

A1: In certain 2004 through early 2006 model year Prius vehicles, due to insufficient strength, a portion of the Steering Shaft Assembly may become loose or may develop a crack under certain operating conditions, such as when the wheel is turned forcefully to the locked position at low speed or the tire contacts roadside curbs while driving. The Steering Shaft Assembly consists of the Intermediate Shaft and Sliding Yoke which connects the steering wheel to the steering gear box.

Q2: What is the cause of this condition?

A2: Due to insufficient strength a portion of the Steering Shaft Assembly may become loose or may develop a crack under certain operating conditions, such as when the wheel is turned forcefully to the locked position at low speed or the tire contacts roadside curbs while driving.

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

A3: In some cases due to the components becoming loose and possibly rattling, an abnormal noise may be heard. If this occurs, please bring your vehicle to the nearest Toyota dealer for diagnosis and appropriate repair as soon as possible.

Q4: Which and how many vehicles are involved?

A4: There are approximately 170,000 2004 through early 2006 Model Year Prius vehicles involved in the U.S.

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

A5: The affected Prius vehicles were produced from August, 2003 to November, 2005.

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

A6: No, this specific condition affects only 2004 through early 2006 Model Year Prius vehicles.

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

A7: There have been no cases of this condition reported in the affected vehicles in the U.S. market.

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 in the affected vehicles.

Q10: What is Toyota going to do?

A10: Any Toyota dealer will replace the Steering Intermediate Shaft at **NO CHARGE**. In addition, the dealer will inspect the sliding yoke and the intermediate extension shaft and replace them as necessary at **NO CHARGE** as well.

Q11: How long will the repair take?

A11: The repair will take approximately one hour. However, depending upon the inspection results and 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 Toyota dealer for diagnosis and repair.