

TOYOTA CUSTOMER SERVICES

Volume: XIII
Number: TC06-012
Date: 07/28/2006
 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

TO: CUSTOMER SERVICE OPERATIONS MANAGERS

FROM: GEORGE MORINO
QUALITY COMPLIANCE MANAGER, PRODUCT QUALITY & SERVICE SUPPORT

SUBJECT: **UPDATE** - SSC 60C (SAFETY RECALL)
2004 - EARLY 2006 PRIUS STEERING ADDITIONAL OPERATION CODES

We have received some reports that, following the SSC 60C repair, the steering wheels are found to be off-center. As a result, we have introduced two additional operation codes that incorporate both the repair and alignment of the vehicle.

The attached Dealer Update advising them of the new operation codes will be sent to all Toyota dealers within two days of this Region/PD Notification. Dealerships are requested to remove and discard "page 4" of the original Dealer Letter which included the Reimbursement Procedure, and replace it with the attached replacement page.

A separate communication will be sent from TMS Warranty for dealers that require reimbursement for alignment on SSC claims which have already been filed.

All other information for this campaign remains unchanged. Please refer to the SPECIAL SERVICE CAMPAIGN (SSC) – 60C (2004 THROUGH EARLY 2006 PRIUS STEERING INTERMEDIATE SHAFT REPLACEMENT) Region/Dealer letter for additional information.

We apologize for any inconvenience this may have caused.

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



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: **UPDATE** - SSC 60C (SAFETY RECALL)
2004 - EARLY 2006 PRIUS STEERING ADDITIONAL OPERATION CODES

We have received some reports that, following the SSC 60C repair, the steering wheels are found to be off-center. As a result, we have introduced two additional operation codes that incorporate both the repair and alignment of the vehicle.

Dealerships are requested to remove and discard "page 4" of the original Dealer Letter which included the Reimbursement Procedure, and replace it with the attached replacement page.

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.

All other information for this campaign remains unchanged. Please refer to the SPECIAL SERVICE CAMPAIGN (SSC) – 60C (2004 THROUGH EARLY 2006 STEERING INTERMEDIATE SHAFT REPLACEMENT) Dealer letter for additional information.

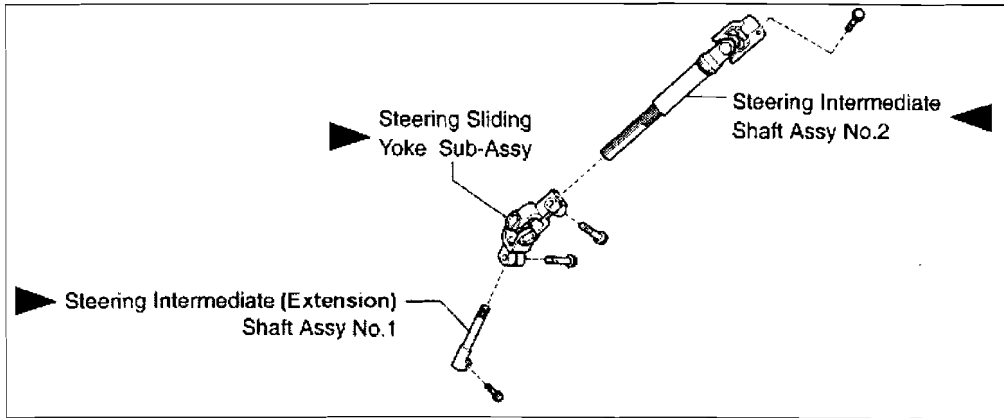
We apologize for any inconvenience this may have caused.

Thank you for your cooperation.

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

Enclosures

7. Reimbursement Procedures



Submit SSC claims following the procedures described in the Toyota Warranty Policy and Procedures Manual. **The operation codes to be used for this campaign are:**

SSC #	Op. Code	Description	Flat Rate Hour
60C	6509E1	<ul style="list-style-type: none"> Inspect the Steering Intermediate (Extension) Shaft No. 1*. Inspect and replace the Steering Sliding Yoke Sub-Assy**. (Approximately 50% of the vehicles will require the Sliding Yoke Sub-Assy to be REPLACED.) Replace the Steering Intermediate Shaft Assy No. 2. (All vehicles) 	0.9 hr/vehicle
	6509E2	<ul style="list-style-type: none"> Inspect & replace Steering Intermediate (Extension) Shaft No. 1*. Inspect and replace the Steering Sliding Yoke Sub-Assy**. (Approximately 50% of the vehicles will require the Sliding Yoke Sub-Assy to be REPLACED.) Replace the Steering Intermediate Shaft Assy No. 2. (All vehicles) 	1.0 hr/vehicle

The Additional Operation Codes you may use are:

SSC #	Op. Code	Description	Flat Rate Hour
60C	6509EJ	<ul style="list-style-type: none"> Inspect the Steering Intermediate (Extension) Shaft No. 1*. Inspect and replace the Steering Sliding Yoke Sub-Assy**. (Approximately 50% of the vehicles will require the Sliding Yoke Sub-Assy to be REPLACED.) Replace the Steering Intermediate Shaft Assy No. 2. (All vehicles) Adjust the vehicle's alignment if the steering wheel is off center. 	2.2 hr/vehicle
	6509EK	<ul style="list-style-type: none"> Inspect & replace Steering Intermediate (Extension) Shaft No. 1*. Inspect and replace the Steering Sliding Yoke Sub-Assy**. (Approximately 50% of the vehicles will require the Sliding Yoke Sub-Assy to be REPLACED.) Replace the Steering Intermediate Shaft Assy No. 2. (All vehicles) Adjust the vehicle's alignment if the steering wheel is off center. 	2.3 hr/vehicle

* Affects approximately 10 vehicles nationwide.

** Approx. 85,000 vehicles (1/2 the involved Prius vehicles will require replacement of the Yoke.)

NOTE: Above flat rate time(s) include 0.1 hr for SSC admin. 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.