# **TOYOTA CUSTOMER SERVICES**

Volume: XIII Number: TC06-008 Date: 06/26/2006

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Information
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#### 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) – 60D (SAFETY RECALL)

(CERTAIN EARLY 2007 MODEL YEAR FJ CRUISER VEHICLES EQUIPPED WITH

BRIDGESTONE DUELER H/T P265/70R17 OR DUNLOP GRANDTREK AT20

P265/70R17 TIRES)

Toyota will initiate a Special Service Campaign to inspect the tires on certain early 2007 Model Year FJ Cruiser vehicles.

During the tire-to-wheel assembly process for the 2007 FJ Cruiser equipped with either Bridgestone Dueler H/T P265/70R17 113S or Dunlop Grandtrek AT20 P265/70R17 113S tires, there is a possibility that the inner bead of the tire may have been damaged. If the bead is damaged, a bulge may develop on the sidewall of the tire and/or air may leak from the area of the damaged bead.

As this is not a tire manufacturer recall, but a Toyota recall, customers will be instructed to bring their vehicle into an authorized Toyota dealer.

The following vital information is provided to inform you and your staff of the owner notification phase 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 late June, 2006.

# 2. Owner Notification Mailing Date

The owner notification will commence in early July, 2006, approximately one week after the dealer notification and continue for one month.

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 the inspection and if necessary tire replacement. Dealers should perform the inspection/replacement as outlined in the attached Technical Instructions.

#### 3. Number of Vehicles Involved

There are approximately 9,000 FJ Cruiser (early 2007 Model Year) vehicles involved in the U.S. This campaign entails the confirmation of all five tires, including the spare tire, to determine if they are within the affected tire-to-wheel assembly range and replacement of the applicable tires.

## 4. Region/District Summary Reports

We have enclosed the following SSC 60D 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

Replacement tires for this Special Service Campaign will **NOT** be provided to the dealer free-of-charge as they were in SSC 60A. Instead dealers are requested to purchase the necessary Bridgestone or Dunlop replacement tires.

As there are two sources for original equipment tires, there will be two different sources for ordering replacement tires based upon the tires equipped on the customer's vehicle. Dealerships should verify that their local Bridgestone dealer and Dealer Tire have sufficient tire supplies available for same-day delivery prior to setting up customer appointments.

#### DUNLOP

Order replacement Dunlop tires from Dealer Tire.

Part Number	Part Number Part Description	
N/A	Dunlop Grandtrek AT20 P265/70 R17 113S	As required

#### • BRIDGESTONE

Bridgestone replacement tires can be ordered through the dealership's local Bridgestone tire distributor or other appropriate sources. If they do not already have an established distributor, they may visit <a href="https://www.Bridgestone-USA.com">www.Bridgestone-USA.com</a> to locate the nearest distributor.

Part Number	Part Description	Qty/Vehicle	
N/A	Bridgestone Dueler H/T P265/70 R17 113S	As required	

If a dealership encounters difficulty sourcing the Bridgestone tires, they may also contact (888) 327-8473 (8 am to 8 pm Eastern Time).

[Part Ordering Continued...]

#### IMPORTANT

As required by Federal Regulations, dealers must assure that all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused. To accomplish this, dealerships will be required to drill a one inch hole in the sidewall of the original (removed) tire(s).

# 7. Repair Procedures

Refer to the attached Technical Instructions.

#### 8. Reimbursement Procedures

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

# 9. Reimbursement for damaged tire beads, prior to the launch of this SSC

As required by Federal Regulation, Toyota will reimburse customers for replacement costs associated with damaged tire bead(s) prior to the launch of the campaign. Customers requesting reimbursement are requested to mail a copy of their repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc. Customer Experience, WC10 19001 South Western Avenue Torrance, CA 90509

They must include their name, address, and telephone number(s) in the request. It will take approximately 4 to 6 weeks to review their request. Please note that reimbursement does not cover wheel alignment or damage incurred from an accident, debris or abuse.

Please review this entire Special Service Campaign package with the appropriate associates so that they ma 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** 



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TO: ALL TOYOTA DEALER PRINCIPALS,

SERVICE MANAGERS, PARTS MANAGERS

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) - 60D (SAFETY RECALL)

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During the tire-to-wheel assembly process for the 2007 FJ Cruiser equipped with either Bridgestone Dueler H/T P265/70R17 113S or Dunlop Grandtrek AT20 P265/70R17 113S tires, there is a possibility that the inner bead of the tire may have been damaged. If the bead is damaged, a bulge may develop on the sidewall of the tire and/or air may leak from the area of the damaged bead.

As this is not a tire manufacturer recall, but a Toyota recall, customers will be instructed to bring their vehicle into an authorized Toyota dealer.

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

# 1. Owner Notification Letter Mailing Date

The owner notification will commence in early July, 2006, approximately one week after the dealer notification and continue for one month.

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 the inspection and if necessary tire replacement*. Dealers should perform the inspection/replacement as outlined in the attached Technical Instructions.

#### 2. 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.

# 3. <u>Dealer/Owner Lists</u>

Affected vehicle VIN lists (VIN only due to changes in Privacy Laws) for the SSC 60D 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. Number and Identification of Involved Vehicles

There are approximately 9,000 FJ Cruiser (early 2007 Model Year) vehicles involved in the U.S. This campaign entails the confirmation of all five tires, including the spare tire, to determine if they are within the affected tire-to-wheel assembly range and replacement of the applicable tires.

				VIN Range
Model	Year	WMI	VDS	Ranges
		JTE	BU11F	0001029 - 0011264
FJ Cruiser	2007		ZU11F	0001017 - 0002528

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 inspection/replacement as outlined in the attached Technical Instructions.

## 5. Parts Ordering

Replacement tires for this Special Service Campaign will **NOT** be provided to the dealer free-of-charge as they were in SSC 60A. Instead dealers are requested to purchase the necessary Bridgestone or Dunlop replacement tires.

As there are two sources for original equipment tires, there will be two different sources for ordering replacement tires based upon the tires equipped on the customer's vehicle. Dealerships should verify that their local Bridgestone dealer and Dealer Tire have sufficient tire supplies available for same-day delivery prior to setting up customer appointments.

# • DUNLOP

Order replacement Dunlop tires from Dealer Tire.

Part Number	Part Description	Qty/Vehicle
N/A	Dunlop Grandtrek AT20 P265/70 R17 113S	As required

#### BRIDGESTONE

Bridgestone replacement tires can be ordered through the dealership's local Bridgestone tire distributor or other appropriate sources. If they do not already have an established distributor, they may visit <a href="https://www.Bridgestone-USA.com">www.Bridgestone-USA.com</a> to locate the nearest distributor.

Part Number	Part Description	Qty/Vehicle
N/A	Bridgestone Dueler H/T P265/70 R17 113S	As required

If a dealership encounters difficulty sourcing the Bridgestone tires, they may also contact (888) 327-8473 (8 am to 8 pm Eastern Time).

[Part Ordering Continued...]

#### IMPORTANT

As required by Federal Regulations, dealers must assure that all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused. To accomplish this, dealerships will be required to drill a one inch hole in the sidewall of the original (removed) tire(s).

A UIO by state matrix is listed below to inform dealers of the number of vehicles in their area.

STATE	UIO
AK	23
AL	91
AR	95
AZ	235
CA	1942
CO	206
CT	115
DC	7
DE	24
FL	462

STATE	UIO
GA	146
IA	42
ID	57
IL	250
IN	113
KS	54
KY	99
LA	188
MA	304
MD	259

STATE	UIO
ME	51
MI	105
MN	90
MO	136
MS	76
MT	38
NC	156
ND	12
NE	26
NH	74

STATE	UIO
NJ	325
NM	64
NV	112
NY	409
ОН	199
OK	62
OR	165
PA	348
RI	38
SC	76

STATE	UIO
SD	20
TN	153
TX	741
UT	75
VA	319
VT	41
WA	174
WI	108
WV	60
WY	18

#### 6. Repair Procedures

Refer to the attached Technical Instructions.

# 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	
	6531C1	Inspect the DOT serial number for all 5 tires.	0.5 Hr/Veh	
60D	6531C2	Inspect the DOT serial number for all 5 tires and replace 1 tire.	1.0 Hr/Veh	
	6531C3	Inspect the DOT serial number for all 5 tires and replace all 5 tires.	2.2 Hr/Veh	

#### NOTE:

The above flat rate time(s) include 0.1 hour in each campaign for administrative cost per unit for the dealership.

Since each dealer must purchase the necessary Bridgestone or Dunlop replacement tires. Dealers will be reimbursed for the cost of the tire and \$10 per tire for wheel weights and other incidentals. 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.)

# 8. Reimbursement for damaged tire beads, prior to the launch of this SSC

As required by Federal Regulation, Toyota will reimburse customers for replacement costs associated with damaged tire bead(s) prior to the launch of the campaign. Customers requesting reimbursement are requested to mail a copy of their repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration:

Toyota Motor Sales, U.S.A., Inc. Customer Experience, WC10 19001 South Western Avenue Torrance, CA 90509

They must include their name, address, and telephone number(s) in the request. It will take approximately 4 to 6 weeks to review their request. Please note that reimbursement does not cover wheel alignment or damage incurred from an accident, debris or abuse.

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.

# EARLY 2007 MODEL YEAR FJ CRUISER VEHICLES EQUIPPED WITH BRIDGESTONE DUELER H/T P265/70R17 113S OR DUNLOP GRANDTREK AT20 P265/70R17 113S TIRES 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 early 2007 Model Year FJ Cruiser vehicles equipped with either Bridgestone Dueler H/T P265/70R17 113S or Dunlop Grandtrek AT20 P265/70R17 113S tires.

## What is the problem?

During the tire-to-wheel assembly process for the early 2007 Model Year FJ Cruiser vehicles equipped with either Bridgestone Dueler H/T P265/70R17 113S or Dunlop Grandtrek AT20 P265/70R17 113S tires, there is a possibility that the inner bead of the tire may have been damaged. If the bead is damaged arouge may develop on the sidewall of the tire and/or air may leak from the area of the damaged bead. In the worst case, if the tire loses air pressure it may lead to a loss of vehicle control and increase the possibility of a crash.

## What will Toyota do?

Any Toyota dealer will confirm all five tires including the spare tire, to determine if they are within the affected tire-to-wheel assembly range and replace all involved tires with new tires at NO CHARGE to you.

## What should you do?

Please contact your authorized Toyota dealer to make an appointment as soon as possible. The repair will take approximately two hours. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time. As this is not a tire manufacturer recall, please bring your vehicle to your authorized Toyota dealer.

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 recall. 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.

# What if you have previously paid for the replacement of either the Bridgestone Dueler H/T P265/70R17 113S or the Dunlop Grandtrek AT20 P265/70R17 113S tires for this specific condition?

If you have previously paid for the replacement of either the Bridgestone Dueler H/T P265/70R17 113S or Dunlop Grandtrek AT20 P265/70R17 113S tires for this specific condition *prior* to receiving this letter, please mail a copy of your repair order, proof-of-payment, and proof-of-ownership to the following address for reimbursement consideration.

Toyota Motor Sales, U.S.A., Inc. Customer Experience, WC10 19001 South Western Avenue Torrance, CA 90509

Include your name, address, and telephone number(s) in your request. Please allow 4 to 6 weeks to review your request. Please note that reimbursement does not cover wheel alignment or damage incurred from an accident, debris or abuse.

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 Vehicle 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.



Special Service Campaign (SSC) 60D - Tire-To-Wheel Mounting Damage Safety Recall Early 2007 Model Year FJ Cruiser Vehicles Equipped with Bridgestone Dueler H/T P265/70R17 113S or Dunlop Grandtrek AT20 P265/70R17 113S Tires

# Q1: What is the condition?

During the tire-to-wheel assembly process for the 2007 model year FJ Cruiser equipped with either Bridgestone Dueler H/T P265/70R17 113S or Dunlop Grandtrek AT20 P265/70R17 113S tires, there is a possibility that the inner bead of the tire may have been damaged. If the bead is damaged, a bulge may develop on the sidewall of the tire and/or air may leak from the area of the damaged bead.

# Q2: What is the cause of this condition?

A2: During the tire-to-wheel assembly process there is a possibility that the inner bead of the tire may have been damaged.

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

A3: No, there are no specific warnings that this condition will occur.

# Q4: Which and how many vehicles are involved?

A4: There are approximately 9,000 early 2007 model year FJ Cruiser vehicles involved in the U.S.

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

A5: The affected FJ Cruiser vehicles were produced from late January, 2006 to late March, 2006.

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

A6: No, this specific condition only affects early 2007 model year FJ Cruiser vehicles equipped with either Bridgestone Dueler H/T P265/70R17 113S or Dunlop Grandtrek AT20 P265/70R17 113S tires.

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

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

# 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 reported in the affected vehicles.

# Q10: What is Toyota going to do?

A10: Any Toyota dealer will confirm all five tires, including the spare tire, to determine if they are within the affected tire-to-wheel assembly range and replace all involved tires with new tires at **NO CHARGE** to the vehicle owners.

# Q11: How long will the repair take?

A11: The tire replacement will take approximately 2 hours. 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.

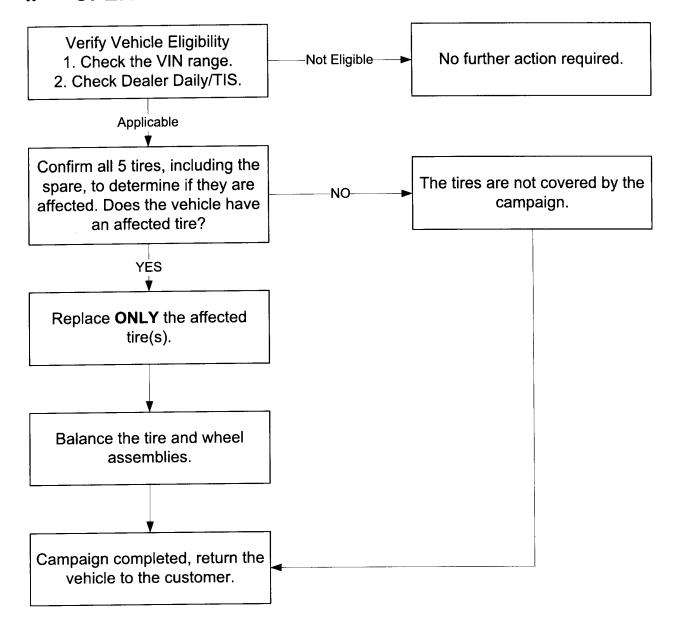
# **TECHNICAL INSTRUCTIONS**

# **FOR**

# **SPECIAL SERVICE CAMPAIGN 60D**

EARLY 2007 MODEL YEAR FJ CRUISER VEHICLES EQUIPPED WITH BRIDGESTONE DUELER H/T P265/70R17 OR DUNLOP GRANDTREK AT20 P265/70R17 TIRES

# I. OPERATION FLOW CHART



# II. IDENTIFICATION OF AFFECTED VEHICLES

## A. AFFECTED VIN RANGE

		20/201		VIN Range
Model	Year	WMI	VDS	Ranges
FJ Cruiser			BU11F	0001029 - 0011264
	2007	JTE	ZU11F	0001017 - 0002528

#### NOTE:

Not all vehicles in the VIN range are affected. As always, consult Dealer Daily/TIS to confirm VIN eligibility and to assure the SSC is applicable. This will verify the vehicle is affected and has not already been completed prior to dealer shipment or by another dealer. TMS warranty will not reimburse dealers for repairs conducted on vehicles that are not affected or were completed by another dealer.

# III. PREPARATION

#### A. PARTS

Part Number	Part Description	Quantity
N/A	Bridgestone Dueler H/T P265/70R17 113S	1 to 5*
N/A	Dunlop Grandtrek AT20 P265/70R17 113S	1 to 5*

#### NOTE:

## **B. TOOLS**

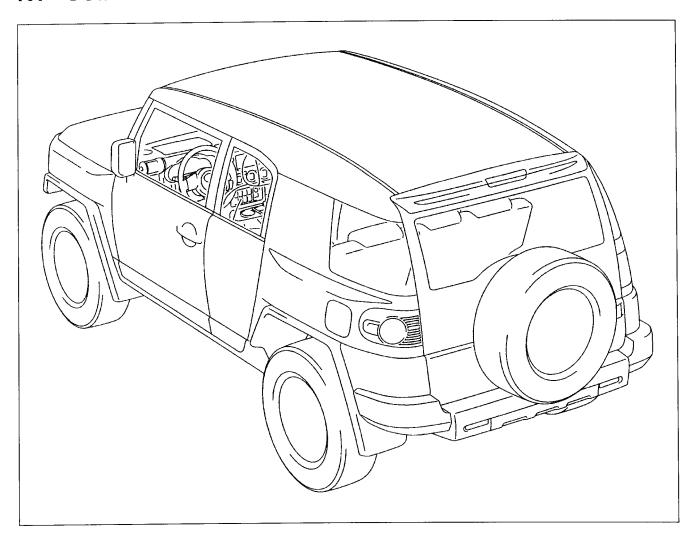
- Standard hand tools
- Torque wrench
- Tire pressure gauge and inflator
- Valve core tool
- Drill
- Drill Bit

## C. EQUIPMENT

- Tire changer machine
- Wheel balancer machine

<sup>\*</sup> The number of tires needed will be determined after verification of the DOT Serial Number.

# IV. COMPONENTS

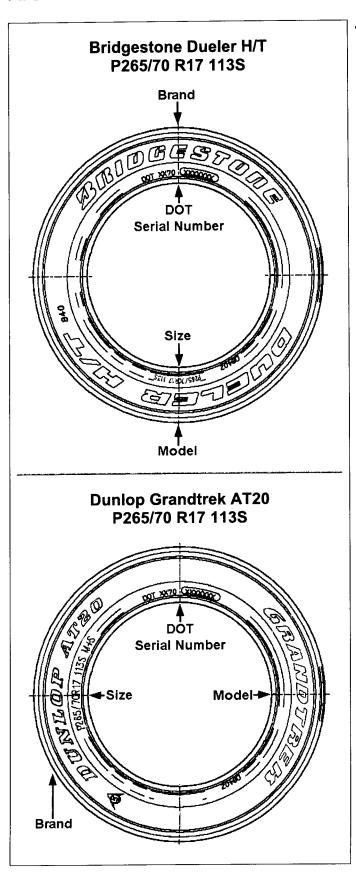


# V. BACKGROUND

During the tire to wheel assembly process for the 2007 FJ Crusier equipped with either Bridgestone Dueler H/T P265/70R17 113S or Dunlop Grandtrek AT20 P265/70R17 113S tires, there is a possibility that the inner bead of the tire may have been damaged. If the bead is damaged, a bulge may develop on the sidewall of the tire and/or air may leak from the area of the damaged bead.

# VI. WORK PROCEDURE

# A. DETERMINE IF THE TIRES ARE AFFECTED



# 1. CONFIRM IF THE TIRES ARE AFFECTED

 a) Confirm the following on all 5 tires, including the spare, to determine if they are affected.

## **Affected Bridgestone Tires:**

• Model: Dueler H/T

Size: P265/70R17 113S

DOT Serial #: EM70 JAF \*\*\*\*

## **Affected Dunlop Tires:**

Model: Grandtrek AT20

Size: P265/70R17 113S

DOT Serial #: EU70 2MAR \*\*\*\*

#### NOTE:

- (\*) represents any combination of numbers or letters.
- b) Are the tire(s) affected?

#### YES:

- The tire(s) must be replaced.
- Proceed to step "B. TIRE REMOVAL AND INSTALLATION" on the next page.

#### NO:

- The tire(s) does not need to be replaced.
- If ALL 5 tires are NOT affected, no further action is required. Return the vehicle to the customer.

## B. TIRE REMOVAL AND INSTALLATION

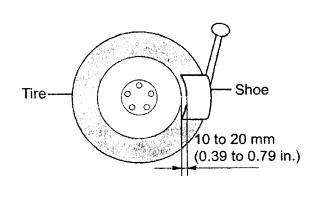


#### NOTE:

- WHEN REPLACING TIRES, REPLACE <u>ONLY</u> WITH THE SAME BRAND, MODEL, AND SIZE TIRES THAT THE VEHICLE WAS ORIGINALLY EQUIPPED WITH.
- <u>DO NOT</u> INSTALL BRIDGESTONE TIRES ON A VEHICLE ORIGINALLY EQUIPPED WITH DUNLOP TIRES.
- <u>DO NOT</u> INSTALL DUNLOP TIRES ON A VEHICLE ORIGINALLY EQUIPPED WITH BRIDGESTONE TIRES.

# 1. REMOVE ONLY THE AFFECTED TIRE(S) FROM THE VEHICLE

a) Remove ONLY the affected tire(s) from the vehicle and mark their original installation position on the back of each wheel (L/F, R/F, L/R, R/R, S for spare).



# NOTE: The shoe(s) of the tire changer shown above may differ from the one actually used.

#### 2. REMOVE THE TIRE FROM THE WHEEL

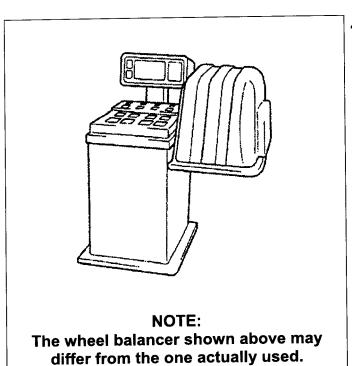
- a) Remove the wheel weights.
- b) Remove and discard the cap and valve core from the valve stem to release the air from the tire.
- c) Separate the tire beads from the wheel using the shoe(s) of the tire changer.
- d) Dismount the outer bead from the wheel.
- e) Dismount the inner bead from the wheel and remove the tire.
- f) Remove and discard the valve stem

# 3. INSTALL THE NEW TIRE(S)

- a) Install a **NEW** valve stem.
- b) Mount the inner tire bead.
- c) Mount the outer tire bead.
- d) Inflate the tire to seat the beads, and adjust the tire pressure to the recommended cold specification.

# Tire Pressure Specification: 220 KPa (2.2 kgf/cm<sup>2</sup>, 32 psi)

e) Install the valve stem cap.



# 4. BALANCE THE TIRE AND WHEEL ASSEMBLY

 a) Perform off-the-car wheel balancing on all tire and wheel assemblies, and install **NEW** wheel weights as needed.

# 5. REINSTALL ALL TIRE AND WHEEL ASSEMBLIES TO THE VEHICLE

a) Reinstall all tire and wheel assemblies back into the appropriate installation position, and torque the front and rear wheels to specification.

Torque Specification: 113 N·m (1,152 kgf·cm, 85 ft·lbf)

# VII. USED TIRE DISPOSAL INSTRUCTIONS

Used tires are considered hazardous waste that must be disposed of in the proper manner according to local, state, and federal regulations for hazmat waste.

As required by Federal Regulations, please make sure all recalled parts (original parts) removed from the vehicle are disposed of in a manner in which they will not be reused.

For all used tires removed from the affected vehicle, drill a 1" hole in the sidewall.