

# TOYOTA CUSTOMER SERVICES

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 Action  
 Retain  
 Information

7/18/06 12:38  
**INTEROFFICE MEMORANDUM**

TO: ALL REGION/PRIVATE DISTRIBUTOR GENERAL MANAGERS/  
VICE PRESIDENTS

FROM: DAVE ZELLERS, *Dave*  
VICE PRESIDENT, PRODUCT QUALITY & SERVICE SUPPORT

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 60G (SAFETY RECALL)  
2001 THROUGH EARLY 2002 ECHO AND PRIUS CRANKSHAFT POSITION  
SENSOR

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**Toyota will initiate a Special Service Campaign to replace the Crankshaft Position Sensor on 2001 through early 2002 model year ECHO and Prius vehicles.**

In certain 2001 through early 2002 model year ECHO and Prius vehicles, the connector for the Crankshaft Position Sensor may become disconnected. In the worst case, if the Crankshaft Position Sensor becomes disconnected while the vehicle is being driven, the engine will stall and will be unable to restart.

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 mid-July, 2006.

2. **Owner Notification Mailing Date**

The owner notification will commence in late July, 2006, approximately one week after the dealer notification.

Please note that only owners of the affected vehicles will be notified. 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 repairs**. Dealers should perform the repair as outlined in the attached Technical Instructions.

3. **Number of Vehicles Involved**

There are approximately 26,200 ECHO (2001 through early 2002 model year) and 8,500 Prius (2001 through early 2002 model year) vehicles involved in the U.S.

**4. Region/District Summary Reports**

We have enclosed the following SSC 60G 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 repair has been performed.

**6. Parts Ordering**

The necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information.

Part Number	Part Description	Quantity
04006-23121	Crankshaft Position Sensor	1

**7. Repair Procedures**

Refer to the attached Technical Instructions.

**8. Reimbursement Procedures**

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

**9. Reimbursement for Crankshaft Position Sensor Replacement, prior to the launch of the SSC**

As required by Federal Regulation, customers may request reimbursement, if they have previously paid for the replacement of the Crankshaft Position Sensor for this specific condition prior to receiving the owner letter. 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 review this entire Special Service Campaign 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

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

SUBJECT: SPECIAL SERVICE CAMPAIGN (SSC) – 60G (SAFETY RECALL)  
2001 THROUGH EARLY 2002 ECHO AND PRIUS CRANKSHAFT POSITION SENSOR

**Toyota will initiate a Special Service Campaign to replace the Crankshaft Position Sensor on 2001 through early 2002 model year ECHO and Prius vehicles.**

In certain 2001 through early 2002 model year ECHO and Prius vehicles, the connector for the Crankshaft Position Sensor may become disconnected. In the worst case, if the Crankshaft Position Sensor becomes disconnected while the vehicle is being driven, the engine will stall and will be unable to restart.

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 late July, 2006, approximately one week after the dealer notification.

Please note that only owners of the affected vehicles will be notified. 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 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 repair has been performed.

**3. Dealer/Owner Lists**

Affected vehicle VIN lists (VIN only due to changes in Privacy Laws) for the SSC 60G 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 26,200 ECHO (2001 through early 2002 model year) and 8,500 Prius (2001 through early 2002 model year) vehicles involved in the U.S.

Model	Year	VIN Range	
		VDS	Ranges
ECHO	2001	AT123	0149234 - 0201383
		AT183	0165684 - 0192941
		BT123	0149214 - 0201175
		BT183	0149297 - 0200153
	2002	AT123	0200977 - 0212637
		AT183	0201725 - 0201725
		BT123	0200974 - 0212671
		BT183	0201017 - 0203430
PRIUS	2001	BK12U	0024312 - 0038684
		BK18U	0024333 - 0038005
	2002	BK12U	0038693 - 0044297
		BK18U	0038685 - 0044288

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 repairs**. Dealers should perform the inspections/replacements as outlined in the attached Technical Instructions.

**5. Parts Ordering**

The necessary parts can be ordered through the dealer's facing PDC. Please refer to the table below and the Technical Instructions for part number information.

Part Number	Part Description	Quantity
04006-23121	Crankshaft Position Sensor	1

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

**ECHO**

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	44	GA	580	ME	138	NJ	647	SD	26
AL	261	IA	163	MI	498	NM	156	TN	322
AR	121	ID	126	MN	335	NV	353	TX	1313
AZ	563	IL	847	MO	306	NY	1180	UT	201
CA	4601	IN	345	MS	100	OH	912	VA	823
CO	334	KS	216	MT	55	OK	255	VT	95
CT	305	KY	346	NC	644	OR	398	WA	641
DC	56	LA	169	ND	31	PA	1145	WI	467
DE	82	MA	594	NE	94	RI	89	WV	190
FL	2099	MD	764	NH	133	SC	221	WY	37

[Parts Ordering Continued...]

**Prius**

STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO	STATE	UIO
AK	11	GA	74	ME	44	NJ	123	SD	16
AL	33	IA	41	MI	156	NM	61	TN	39
AR	17	ID	26	MN	124	NV	55	TX	362
AZ	177	IL	308	MO	100	NY	526	UT	56
CA	2870	IN	114	MS	5	OH	211	VA	249
CO	243	KS	50	MT	8	OK	33	VT	44
CT	72	KY	53	NC	146	OR	302	WA	500
DC	25	LA	14	ND	4	PA	158	WI	179
DE	10	MA	283	NE	20	RI	24	WV	4
FL	205	MD	194	NH	60	SC	27	WY	3

**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 codes to be used for this campaign are:**

SSC #	Op. Code	Description	Flat Rate Hour
60G	6529F1	Replace the Crankshaft Position Sensor	0.6 hr/vehicle

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

**8. Reimbursement for Crankshaft Position Sensor Replacement, prior to the launch of the SSC**

As required by Federal Regulation, customers may request reimbursement, if they have previously paid for the replacement of the Crankshaft Position Sensor for this specific condition prior to receiving the owner letter. 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 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.

**Special Service Campaign 60G  
2001 Through Early 2002 ECHO Crankshaft Position Sensor  
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 2001 through early 2002 model year ECHO vehicles.

**What is the problem?**

In certain 2001 through early 2002 model year ECHO vehicles, the connector for the Crankshaft Position Sensor may become disconnected. In the worst case, if the Crankshaft Position Sensor becomes disconnected while the vehicle is being driven, the engine will stall and will be unable to restart, thus increasing the possibility of a crash.

**What is the cause?**

Due to improper molding of the resin body of the Crankshaft Position Sensor, engine oil may penetrate the seal and enter the connector. In addition, the shape of the locking tab to secure the sensor's wire-harness connector may be improper. In this condition, the oil may expand due to heat from the engine and deform the connector, as well as create pressure on the locking tab causing the Crankshaft Position Sensor to become disconnected.

**What will Toyota do?**

Any Toyota dealer will replace the Crankshaft Position Sensor with an improved one at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

Please contact your authorized Toyota dealer to make an appointment to replace the Crankshaft Position Sensor with an improved one as soon as possible. The repair will take approximately half an hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**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 repair.*** 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 the Crankshaft Position Sensor for this specific condition?**

If you have previously paid for the replacement of the Crankshaft Position Sensor 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.

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.

EXAMPLE

**Special Service Campaign 60G  
2001 Through Early 2002 Prius Crankshaft Position Sensor  
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 2001 through early 2002 model year Prius vehicles.

**What is the problem?**

In certain 2001 through early 2002 model year Prius vehicles, the connector for the Crankshaft Position Sensor may become disconnected. In the worst case, if the Crankshaft Position Sensor becomes disconnected while the vehicle is being driven, the engine will stall and will be unable to restart, thus increasing the possibility of a crash.

**What is the cause?**

Due to improper molding of the resin body of the Crankshaft Position Sensor, engine oil may penetrate the seal and enter the connector. In addition, the shape of the locking tab to secure the sensor's wire-harness connector may be improper. In this condition, the oil may expand due to heat from the engine and deform the connector, as well as create pressure on the locking tab causing the Crankshaft Position Sensor to become disconnected.

**What will Toyota do?**

Any Toyota dealer will replace the Crankshaft Position Sensor with an improved one at **NO CHARGE** to you.

**What should you do?**

***This is an important Safety Recall***

Please contact your authorized Toyota dealer to make an appointment to replace the Crankshaft Position Sensor with an improved one as soon as possible. The repair will take approximately half an hour. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

**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 repair.*** 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 the Crankshaft Position Sensor for this specific condition?**

If you have previously paid for the replacement of the Crankshaft Position Sensor 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.

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.

EXAMPLE



**Special Service Campaign (SSC) – 60G (Safety Recall)  
2001 Through Early 2002 ECHO and Prius Crankshaft Position Sensor Q&A**

**Q1: What is the condition?**

A1: In certain 2001 through early 2002 model year ECHO and Prius vehicles, the connector for the Crankshaft Position Sensor may become disconnected. In the worst case, if the Crankshaft Position Sensor becomes disconnected while the vehicle is being driven, the engine will stall and will be unable to restart.

**Q2: What is the cause of this condition?**

A2: Due to improper molding of the resin body of the Crankshaft Position Sensor, engine oil may penetrate the seal and enter the connector. In addition, the shape of the locking tab to secure the sensor's wire-harness connector may be improper. In this condition, the oil may expand due to heat from the engine and deform the connector, as well as create pressure on the locking tab causing the Crankshaft Position Sensor to become disconnected.

**Q3: Are there any warnings that this condition exists?**

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

**Q4: Which and how many vehicles are involved?**

A4: There are approximately 26,200 ECHO (2001 through early 2002 model year) and 8,500 Prius (2001 through early 2002 model year) vehicles involved in the U.S.

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

A5: The affected Toyota ECHO and Prius vehicles were produced from late January, 2001 to October, 2001.

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

A6: No, this condition only affects 2001 through early 2002 ECHO and 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 accidents reported which are possibly related to this condition.

**Q9: Have there been any reports of deaths or injuries?**

A9: There have been no deaths or injuries reported related to this condition.

**Q10: What is Toyota going to do?**

A10: Owners of the involved vehicles will receive a Special Service Campaign notification by first class mail beginning in early August, 2006. Toyota dealers will replace the Crankshaft Position Sensor with an improved one at **NO CHARGE** to the customer.

**Q11: How long will the repair take?**

A11: The replacement will take approximately 30 minutes. However, depending upon 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?**

A12: Owners are requested to contact their local Toyota dealer for diagnosis and repair.

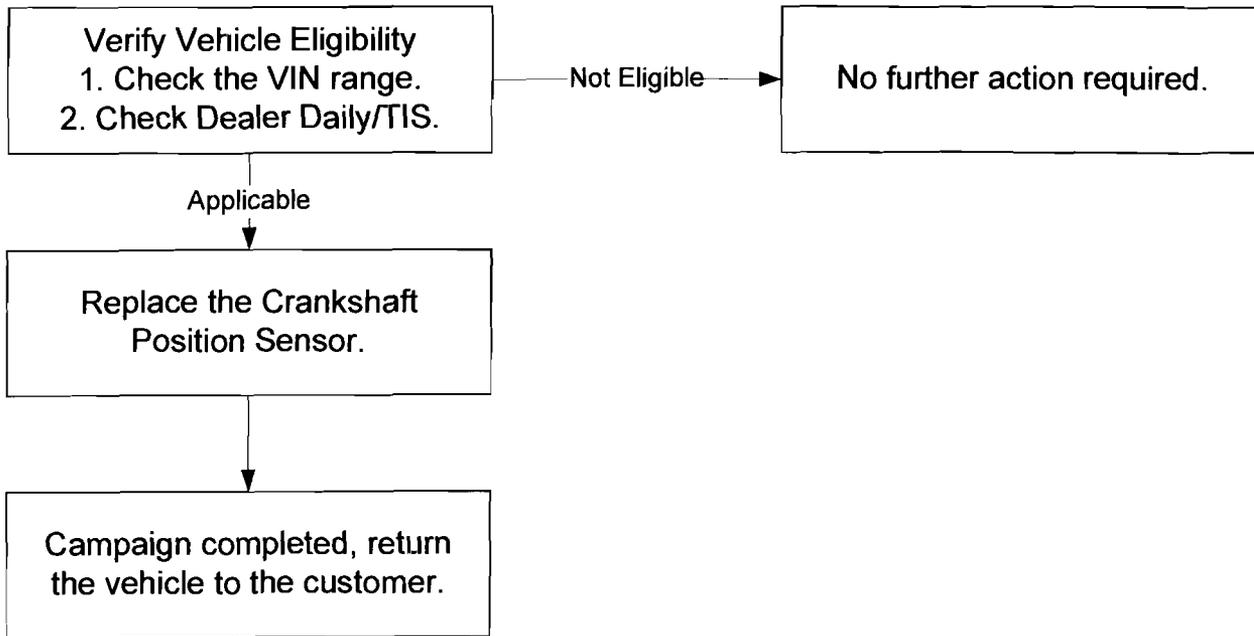
**TECHNICAL INSTRUCTIONS**

**FOR**

**SPECIAL SERVICE CAMPAIGN 60G**

**2001 THROUGH EARLY 2002 MODEL YEAR ECHO AND PRIUS**  
**CRANKSHAFT POSITION SENSOR REPLACEMENT**

# I. OPERATION FLOW CHART



## II. IDENTIFICATION OF AFFECTED VEHICLES

### A. AFFECTED VIN RANGE

- ECHO

Model	WMI	Year	VIN Range	
			VDS	Ranges
ECHO	JTD	2001	AT123	0149234 – 0201383
			AT183	0165684 – 0192941
			BT123	0149214 – 0201175
			BT183	0149297 – 0200153
		2002	AT123	0200977 – 0212637
			AT183	0201725 (one vehicle only)
			BT123	0200974 – 0212671
			BT183	0201017 – 0203430

- Prius

Model	WMI	Year	VIN Range	
			VDS	Ranges
Prius	JT2	2001	BK12U	0024312 – 0038684
			BK18U	0024333 – 0038005
		2002	BK12U	0038693 – 0044297
			BK18U	0038685 – 0044288

**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

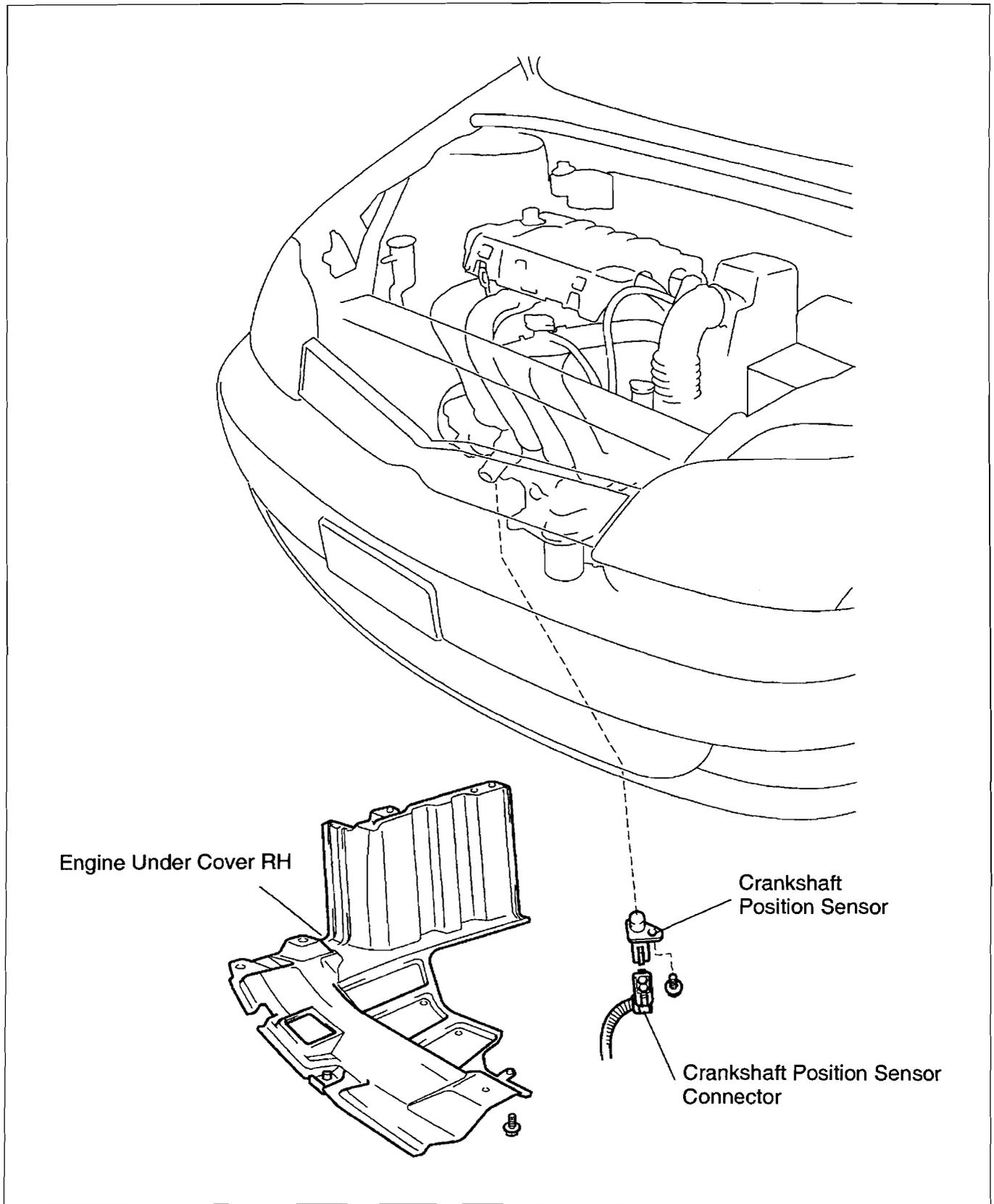
Part Number	Part Description	Quantity
04006-23121	Crankshaft Position Sensor	1

### B. TOOLS

- Standard hand tools
- Torque wrench

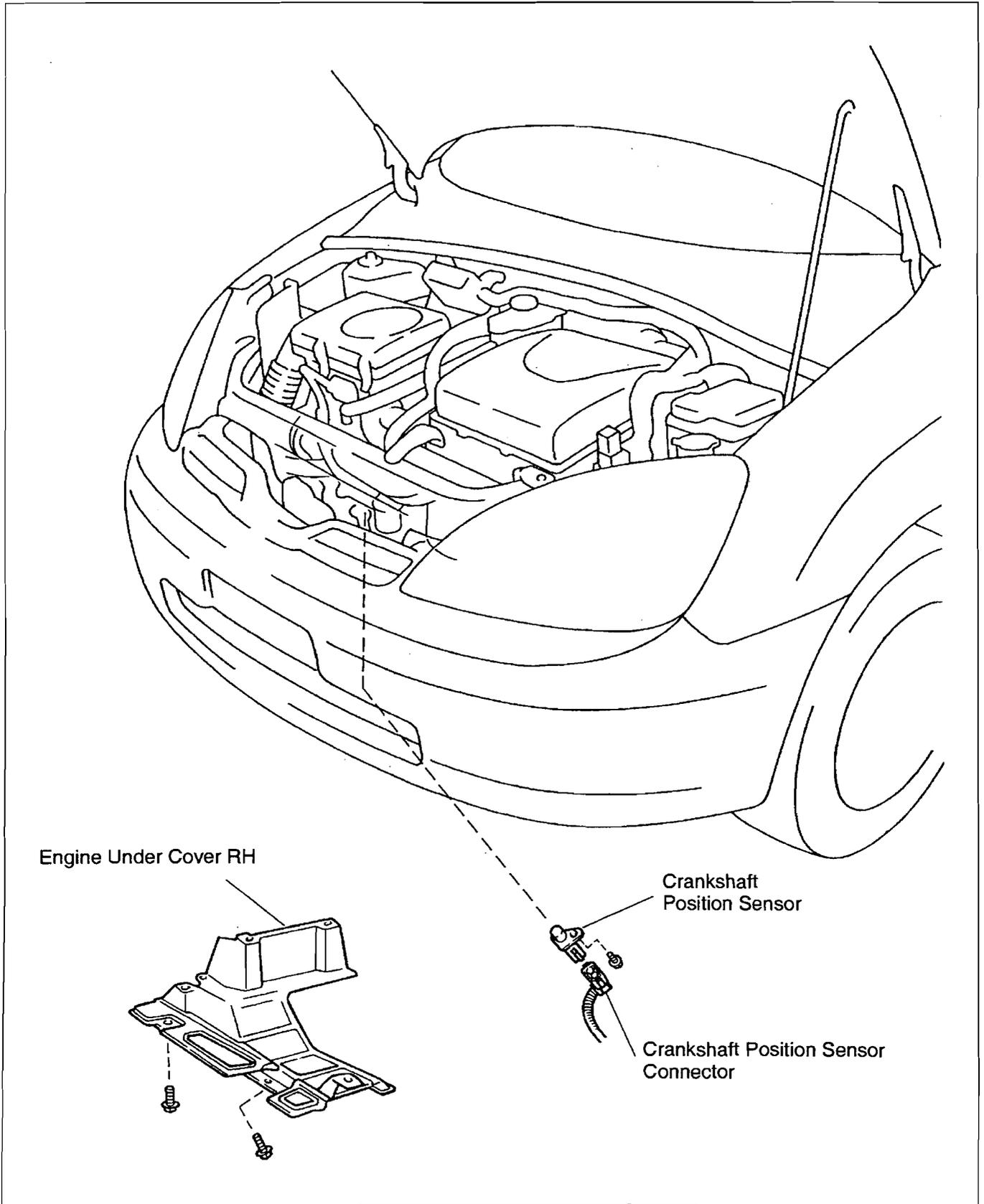
# IV. COMPONENTS

- ECHO



[Components Continued...]

- Prius



## V. BACKGROUND

In certain 2001 through early 2002 model year ECHO and Prius vehicles, the connector for the Crankshaft Position Sensor may become disconnected. In the worst case, if the Crankshaft Position Sensor becomes disconnected while the vehicle is being driven, the engine will stall and will be unable to restart.

## VI. WORK PROCEDURE

### A. CRANKSHAFT POSITION SENSOR REPLACEMENT

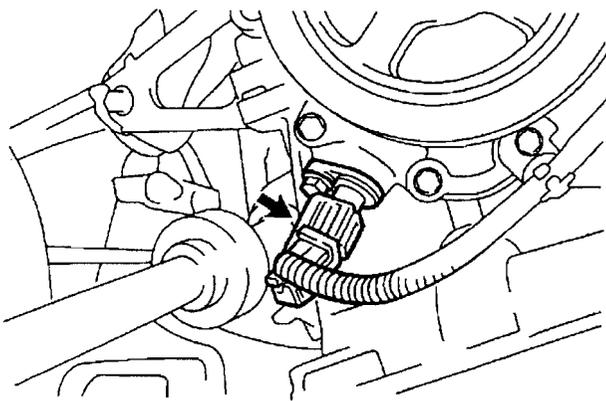
#### 1. REMOVE THE RIGHT ENGINE UNDER COVER

#### 2. REMOVE THE CRANKSHAFT POSITION SENSOR

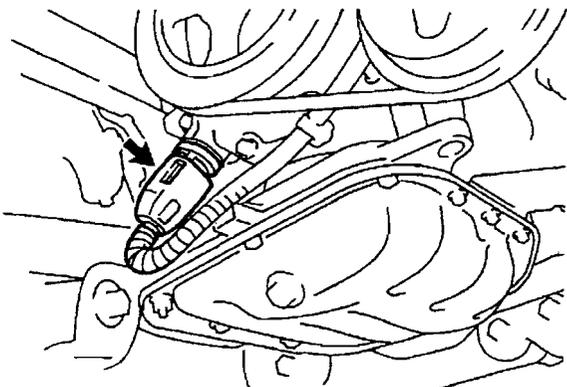
- a) Unlock the connector lock and disconnect the crankshaft position sensor connector.
- b) Remove the bolt.
- c) Remove the crankshaft position sensor.

**CAUTION:**  
The crankcase may be hot.

**ECHO crankshaft position sensor shown below.**



**Prius crankshaft position sensor shown below.**



### 3. INSPECT THE CRANKSHAFT POSITION SENSOR CONNECTOR (TERMINAL SIDE) FOR OIL

- a) Inspect the crankshaft position sensor connector (wire harness side) for oil. ***Is oil present in the connector?***

#### NO

- Proceed to step "4. INSTALL A NEW CRANKSHAFT POSITION SENSOR."

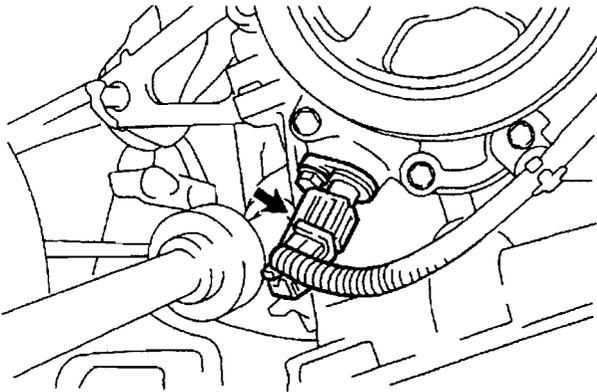
#### YES

- Blow air into the connector (wire harness side) to remove the oil until it is clean and dry, then proceed to step "4. INSTALL A NEW CRANKSHAFT POSITION SENSOR."

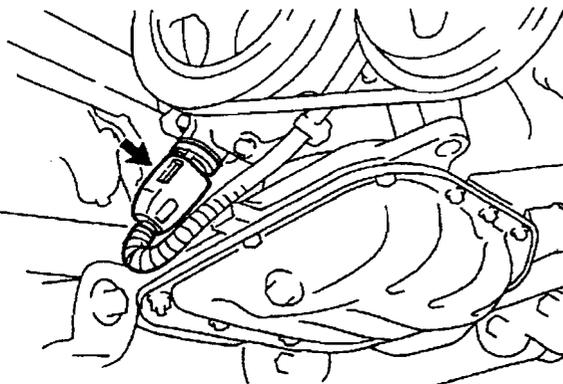
#### NOTE:

- **Make sure to wear eye protection when cleaning the connector to prevent possible eye injury.**
- **DO NOT use a cleaning solvent or other chemicals to remove oil from the connector, doing so may damage the connector terminal area.**

**ECHO crankshaft position sensor shown below.**



**Prius crankshaft position sensor shown below.**



### 4. INSTALL A NEW CRANKSHAFT POSITION SENSOR

- a) Coat the o-ring of the **NEW** crankshaft position sensor with a small amount of oil.
- b) Install the **NEW** crankshaft position sensor.
- c) Reinstall the bolt and torque to specification.

**Torque Specification:**  
**7.5 N·m (76 kgf·cm, 66 in·lbf)**

- d) Reconnect the crankshaft position sensor connector until the connector lock is fully engaged and an audible click is heard.

## **5. INSPECT FOR OIL LEAKS**

- a) Start the engine and let it idle for a few minutes.
- b) Turn the engine off and inspect the crankshaft position sensor for leaks.

## **6. REINSTALL THE RIGHT ENGINE UNDER COVER**

# **VII. RECALLED PARTS DISPOSAL**

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.