

# TOYOTA CUSTOMER SERVICES

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 Action  
 Retain  
 Information

TO: ALL PD DEALER OPERATIONS/PARTS & SERVICE VICE PRESIDENTS,  
ALL REGION/PD CUSTOMER SERVICE FIELD MANAGERS,  
ALL REGION/PD TECHNICAL SERVICE & TRAINING MANAGERS,  
ALL REGION/PD CUSTOMER SERVICE OPERATIONS MANAGERS

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

SUBJECT: OWNER RENOTIFICATION OF NON-COMPLETED SERVICE CAMPAIGNS

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Toyota will re-notify owners whose vehicles have not yet had applicable campaign repairs completed. Please note the following information for Regional and PD associates.

1. Dealer Renotification Letter Mailing Date

Dealer Letters will be mailed in mid-January, 2007.

2. Owner Renotification Letter Mailing Date

The owner renotification will begin in mid-January, 2007, approximately one week after the dealer notification.

3. Number of Involved Vehicles

We have enclosed the following campaign Summary Reports in the Dealer Operations/Parts & Service VP's, CSFM's, TSTM's, and CSOM's package for campaigns involved in this **remail**:

- Region/PD Summary Reports that provide an overview of the entire Region/PD for each campaign.
- District Summary Reports that indicate the number of involved vehicles per dealership in each district for each campaign.
- Due to privacy regulations Dealer Reports will only list the **VINs** involved in a specific campaign.

4. Vehicles in Dealer Stock

Dealers are requested to perform campaign procedures on any vehicles in their stock prior to delivery.

Please review this letter with your staff and familiarize them with the content to help maximize our combined customer satisfaction efforts. Please refer to the attached Dealer letter for additional information.

Thank you for your cooperation.

Enclosures



Toyota Motor Sales, U.S.A., Inc.  
19001 South Western Avenue  
Torrance, CA 90501  
(510) 468-4000

TO: ALL TOYOTA DEALER SERVICE MANAGERS  
AND PARTS MANAGERS

SUBJECT: OWNER RENOTIFICATION OF NON-COMPLETED CAMPAIGNS

Service Campaign completion is important not only in satisfying government requirements but also as an integral part of our commitment to meet customer expectations of Toyota products. In order to assure customer satisfaction, Toyota will **renotify** owners whose vehicles have not yet had applicable SSC/LSC repairs completed.

We request your assistance in completing the applicable campaign repairs as owners receive the renotification and contact your dealership. Please note the renotification activity may cause an increase in your current campaign owner appointments.

1. **Campaign's Involved in the renotification**

SSC/LSC No.	SSC/LSC Description
SSC 10K	2001 MY Celica GT Spiral Cable Connector
SSC 50E	2004 Through Early 2005 MY Tundra With Both VSC <u>and</u> TRD Dual Exhaust System
SSC 50J*	2001 Through 2002 MY 4Runner Front Suspension Lower Ball Joint 2001 Through mid-2004 MY Tacoma 4WD and Prerunner Front Suspension Lower Ball Joint 2002 Through early 2004 MY Sequoia and Tundra Front Suspension Lower Ball Joint
SSC 50N*	1989 Through 1995 MY Truck 4WD Steering Relay Rod 1990 Through 1995 MY 4Runner 2WD and 4WD Steering Relay Rod 1993 Through 1998 MY T-100 4WD Steering Relay Rod
SSC 60C	2004 Through early 2006 MY Prius Steering Intermediate Shaft Replacement
SSC 6AD	Early 2007 MY FJ Cruiser Equipped with Bridgestone Dueler H/T P265/70R17 113S OR Dunlop Grandtrek AT20 P265/70R17 113S Tires
SSC 60F	2004 through 2005 MY Highlander and early 2006 MY Highlander HV Center Console (Floor Carpet Cover) Retaining Clips
SSC 60G	2001 Through Early 2002 MY ECHO and Prius Crankshaft Position Sensor

\*SSC 50J and 50N will be **remailed** over several weeks due to the number of vehicles involved.

**2. Owner Renotification Letter Mailing Date**

The owner renotification will begin in mid-January, 2007, approximately one week after the dealer notification. The owner notifications will be mailed over a period of several weeks.

**3. Technical Instructions**

Technical Instructions to conduct these campaigns can be found on **TIS**.

**4. Number of Involved Vehicles**

Due to privacy regulations, VIN only lists for the campaigns listed in **Section one** will be distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) where applicable. If there is no PMA for a vehicle, it reverts to the selling dealership. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so. The state count report is included with your Dealer report.

**5. Parts Ordering**

As a practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Subsequent orders should be based on customer appointments.
- Replenishment orders of parts should be based on a "sell one, buy one" basis.

**6. Vehicles in Dealer Stock**

Please perform campaign procedures on any vehicles in your stock prior to delivery. Always verify eligibility by consulting Dealer Daily/TIS prior to performing repairs.

To ensure customer satisfaction, please review this letter with your Service and Parts staff to familiarize them with the proper procedure for these Service Campaigns.

Thank you for your cooperation.

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