

TOYOTA CUSTOMER SERVICES

Volume: XIV
Number: TC07-018
Date: 10/11/2007
 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 CAMPAIGN (70B)

Toyota will renotify owners whose vehicles have not yet had campaign repairs completed for SSC 70B.

1. **Campaign Involved in the Renotification**

SSC/LSC No.	SSC/LSC Description
SSC 70B*	2004 Through Early 2007 MY Sequoia Front Suspension Lower Ball Joints 2004 Through Late 2006 MY Tundra Front Suspension Lower Ball Joints

*SSC 70B will be remailed over several weeks due to the number of vehicles involved.

2. **Dealer Renotification Letter Mailing Date**

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

3. **Owner Renotification Letter Mailing Date**

The owner renotification will begin in late October, 2007, approximately one week after the dealer notification.

4. **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 the campaign involved in this renotification:

- 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.

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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
(310) 468-4000

TO: ALL TOYOTA DEALER SERVICE MANAGERS
AND PARTS MANAGERS

SUBJECT: OWNER RENOTIFICATION OF NON-COMPLETED SERVICE CAMPAIGN (70B)

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 campaign repairs completed for SSC 70B.

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 Involved in the Renotification**

SSC/LSC No.	SSC/LSC Description
SSC 70B*	2004 Through Early 2007 MY Sequoia Front Suspension Lower Ball Joints 2004 Through Late 2006 MY Tundra Front Suspension Lower Ball Joints

*SSC 70B 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 late October, 2007, approximately one week after the dealer notification. The letters will be mailed over a period of several weeks.

3. **Technical Instructions**

Technical Instructions to conduct this campaign can be found on TIS.

4. **Number of Involved Vehicles**

Due to privacy regulations, VIN only lists 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. A report showing the affected non-completed vehicles by state is included with your Dealer Report.

5. Parts Ordering

The applicable parts ordering information can be found in the Dealer Cover Letter and Technical Instructions of SSC 70B. As a practice, please utilize the following guidelines to determine your parts order for this renotification activity:

- Check current stock levels.
- Order parts ensuring that dealership stock levels do not exceed 5% of the notices being mailed in your dealership's PMA.
- 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

Dealerships are requested to perform campaign procedures on any vehicles in your stock prior to delivery, provided that it has not yet expired in the case of an LSC. 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 this Service Campaign.

Thank you for your cooperation.

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