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Quality Compliance
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To: All Toyota Dealers
From: Toyota Customer Services

Special Service Campaign (SSC) – 80A (Safety Recall)
Certain 2003 Through 2004 Model Year Corolla and Corolla Matrix Front Door Glass Bolts
*******URGENT*******

On April 9, 2008, Toyota filed a Defect Information Report (DIR) with the National Highway Traffic Safety Administration (NHTSA) regarding certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows. In the affected vehicles, there is a possibility that the driver and front passenger door glass bolts may loosen and come off. In this condition, the door glass may separate from the window regulator.

There are approximately **539,500** Corolla and Corolla Matrix (2003 through 2004 model year) vehicles equipped with power windows involved in the U.S.

A dealer package including inspection instructions, VIN list and reimbursement procedures will be mailed to dealers in mid-April 2008.

Toyota will inform owners of the involved vehicles with a Special Service Campaign notification letter sent via first class mail beginning in late April, 2008.

- **All customer inquiries should be directed to the Toyota Customer Experience Center at 1-800-331-4331.**
- If you are a dealership associate and have any questions, please contact your District Service/Parts Manager.
- For **News media inquiries only**, they should be directed to Ming-Jou Chen (310) 468-4782 or Bill Kwong (310) 468-3764, in Toyota Corporate Communications. (Please do not provide these numbers to customers or call if you are a dealer associate.)

The following Q&A has been provided for your reference.



**Special Service Campaign (SSC) – 80A (SAFETY RECALL)
 Certain 2003 through 2004 model year Corolla and Corolla Matrix Front Door Glass Bolts**

Q1: What is the condition?

A1: On certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows, the driver and front passenger door glass may separate from the window regulator. In the worst case, the door glass may bind and shatter during operation of the power windows.

Q2: What is the cause of this condition?

A2: On the affected vehicles, the driver and front passenger door glass bolts may loosen and come off.

Q3: Are there any warnings that this condition exists?

A3: Yes, if this condition has occurred on the vehicle, in some cases due to the components becoming loose and possibly rattling, an abnormal noise may be heard from the driver and/or front passenger door when operating the power windows.

Q4: Which and how many vehicles are involved?

A4: There are approximately 539,500 vehicles involved in the U.S.

Model Year	Model	UIO
2003 – 2004	Corolla	415,300
2003 – 2004	Corolla Matrix	124,200

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

A5: The affected Corolla and Corolla Matrix vehicles were produced from January, 2002 to April, 2004.

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

A6: No, this specific condition only affects certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles.

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

A7: There have been 143 cases of this condition reported in the affected vehicles.

Q8: Have there been any accidents reported?

A8: There has been 1 minor accident reported 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 15 reported cases of injuries related to this condition reported in the affected vehicles.

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 late April, 2008. Toyota dealers will replace the two driver and two front passenger door glass bolts (four bolts total) with newly designed ones at **NO CHARGE** to the vehicle owner.

Q11: How long will the repair take?

A11: The repair will take approximately one hour. However, depending upon the dealer’s work schedule, it may be necessary to make the vehicle available for a longer period of time.

Q12: Is this campaign related to the recent NHTSA investigation on the Pontiac Vibe?

A12: Yes, this campaign is a direct result of the National Highway Traffic Safety Administration (NHTSA) and Toyota investigation into the Pontiac Vibe. During the investigation, it was determined that the driver and front passenger door glass bolts may loosen and come off, causing the door glass to separate from the window regulator. Based upon the same design, the 2003 through 2004 Toyota Corolla and Corolla Matrix vehicles were included in this campaign.

Q13: What should an owner do if they experience the condition or have immediate questions or concerns about the current safety of their vehicle?

A13: Owners are requested to contact their local Toyota dealer for diagnosis and repair.