

Special Service Campaign 80A
2003 Through 2004 Model Year Corolla and Corolla Matrix Front Door Glass Bolts
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 the driver and front passenger door glass bolts of certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows.

What is the Condition?

On certain 2003 through 2004 model year Corolla and Corolla Matrix vehicles equipped with power windows, the driver and front passenger door glass bolts may loosen and come off, causing the door glass to separate from the window regulator. If this condition has occurred on your 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. In the worst case, the door glass may separate from the window regulator, bind and shatter during operation of the power windows, causing driver distraction and/or injury.

What will Toyota do?

Any Toyota dealer will replace the two driver and two front passenger door glass bolts (four bolts total) with newly designed ones 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 two driver and two front passenger door glass bolts (four bolts total) as soon as possible. The repair will take approximately one 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 this important Safety 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 6:00 pm, Saturday 7:00 am through 4:00 pm Pacific Time.

What if you have previously paid for the replacement of the front door glass bolts for this specific condition?

If you have previously paid for the replacement of the front door glass bolts 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
Toyota Customer Experience, WC 10
19001 South Western Avenue
Torrance, CA 90509

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, 1200 New Jersey Avenue S.E., Washington, DC 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.