

TOYOTA CUSTOMER SERVICES

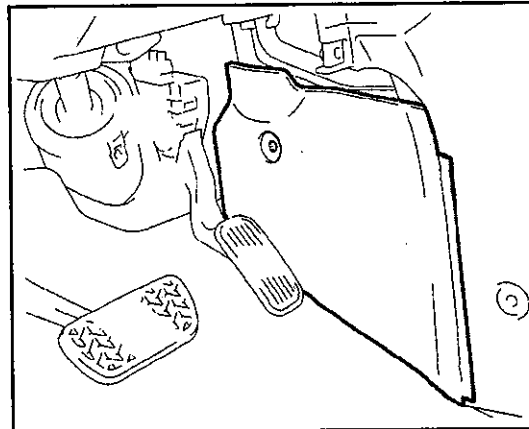
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 Action
 Retain
 Information

INTEROFFICE MEMORANDUM

To: All Region/Private Distributor General Managers/Vice Presidents
From: Gary Smith, *Gary E. Smith*
Corporate Manager, Service Technology & Compliance
Subject: Special Service Campaign (SSC) – 90B
Early 2004 Sienna Driver's Side Center Console Trim Panel (Floor Carpet Cover)

Toyota will initiate a Special Service Campaign to replace the Driver's Side Center Console Trim Panel (Floor Carpet Cover) and retaining clip on certain early 2004 model year Sienna vehicles.

Toyota has received reports that the Retaining Clip for the Driver's-side Center Console Trim Panel (Floor Carpet Cover) was missing in a handful of vehicles. If this Retaining Clip is missing, the Floor Carpet Cover may become loose. If this condition is not repaired and the accelerator pedal is depressed to nearly full throttle, a loose floor carpet cover may interfere with the accelerator pedal.



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-January, 2009.

2. **Owner Notification Mailing Date**

The owner notification will commence in late January, 2009, 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, 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 26,500 early 2004 model year Sienna vehicles involved in the U.S.

4. Region/District Summary Reports

We have enclosed the following SSC 90B 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.

cc: Region/Private Distributor Assistant General Managers
Region/Private Distributor Customer Service Operations Managers
Region/Private Distributor Service Managers/Directors/VPs
Region/Private Distributor Parts Managers/Directors/VPs
Region/Private Distributor Customer Services Field Managers
Region/Private Distributor Technical Services and Training Managers
Region/Private Distributor District Service and/or Parts Managers
Region/Private Distributor Customer Relations Managers
Region/Private Distributor PDC Managers
Region/Private Distributor Field Technical Specialists
Region/Private Distributor Service Training Specialists
Region/Private Distributor Vehicle Operations Managers
All NAPC General Managers
All TMS Sales Administration Managers
All TMS Product Quality & Service Support Managers
All Field Product Engineers

K. Aoki	D. Danzer	M. Hosoe	T. Morrison	J. Stempkowski
K. Arase	F. Davidson	R. Ito	T. Nakagami	S. Sugawara
J. Beseda	T. Doi	M. King	K. Ohara	E. Taira
G. Borst	B. Ertmann	J. Lang	D. Pettitt	M. Templin
R. Broughman	D. Esmond	J. Lentz	M. Pearlman	J. Tetherow
G. Bryan	M. Evans	E. Matsuda	R. Pflughaupt	A. Vaish
W. Burns	W. Fay	K. Kusakawa	D. Pettitt	R. Waltz
D. Camden	N. Fein	T. Medeiros	C. Reynolds	S. Yamaguchi
B. Carter	F. Fontanella	M. Michels	R. Sakai	M. Yamanami
G. Christoff	Y. Funo	I. Miller	D. Sakakibara	H. Yoshihashi
J. Colon	S. Haag	T. Minyon	M. Setta	D. Zellers
B. Cooper	J. Hanson	A. Mito	A. Smith	
R. Daly	K. Higgins	M. Morrison	R. Specht	