


TOYOTA CUSTOMER SERVICES

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— Information

INTEROFFICE MEMORANDUM

To: All Region General Managers/Vice Presidents

From: Gary Smith, 
Corporate Manager, Quality Assurance and Compliance
Product Quality and Service Support

Subject: Special Service Campaign (Non-Compliance Recall) 90J
Update to Vehicle Capacity Weight and Gross Vehicles Weight Rating

As communicated earlier this year, Toyota filed a Non-Compliance Information Report (NCIR) with the National Highway Traffic Safety Administration (NHTSA) regarding the Load Carrying Capacity Modification (Addendum) Labels in certain Toyota vehicles. The last phase of this program will now be launched.

Certain Toyota vehicles that were accessorized at vehicle processing centers operated by Toyota Motor Sales, U.S.A., Inc. (TMS) had accessories installed that caused the weight of the vehicle as accessorized plus the weight of possible passengers to exceed the stated Gross Vehicle Weight Rating (GVWR) value. Therefore, the stated GVWR is insufficient. This condition does not meet federal requirements.

For this campaign, dealers are requested to:

- Exchange the certification label, the tire and loading information label, load carrying capacity modification (addendum) label (if necessary) and correct the owner's manual in approximately 2,100 Sienna vehicles ('04 – '09 model year).
- In addition, for approximately 200 specific Sienna vehicles, the original equipment 16 inch wheels and tires will be replaced with 17 inch wheels and tires to increase the Vehicle Carrying Capacity.

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-October, 2009.

2. Owner Notification Mailing Date

The owner notification will commence in mid-October, 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 Technical Instruction located on TIS.

3. Number of Vehicles Involved

There are approximately 2,100 Sienna vehicles (model year '04 – '09) involved in this SSC. Vehicles will require updates to various labels. In addition, approximately 200 Sienna vehicles will also require the replacement of the original equipment 16 inch wheels and tires with 17 inch ones.

4. Region/District Summary Reports

For your reference, the following summary reports are included for the CSOM and Director of Service:

- Region/PD Summary Report that provides an overview of the entire Region/PD for this SSC.
- District Summary Report that indicates the number of involved vehicles per dealership in each district for this campaign.

Please review this entire Special Service Campaign package with the appropriate associates so that they may provide the necessary support to your dealers and maximize our combined customer satisfaction efforts.

Thank you for your cooperation.

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

Enclosures

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	F. Fontanella	R. Pflughaupt
K. Arase	S. Haag	C. Reynolds
J. Beseda	M. Hanada	C. Roberts
G. Borst	J. Hanson	R. Sakai
R. Broughman	K. Higgins	D. Sakakibara
G. Bryan	M. Hosoe	M. Setta
W. Burns	Y. Inaba	A. Smith
D. Camden	R. Ito	R. Specht
B. Carter	M. King	J. Stempkowski
G. Christoff	J. Lang	S. Sugawara
J. Colon	J. Lentz	E. Taira
B. Cooper	B. Lyons	M. Templin
B. Craig	E. Matsuda	J. Tetherow
R. Daly	K. Kusakawa	P. Uribe
D. Danzer	M. Michels	A. Vaish
F. Davidson	I. Miller	R. Waltz
T. Doi	T. Morrison	J. Wimmer
D. Esmond	T. Nakagami	S. Yamaguchi
E. Farrell	K. Nishiwaki	M. Yamanami
W. Fay	R. Perez	H. Yoshihashi
N. Fein	D. Pettitt	D. Zellers



Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
Torrance, CA 90501
(310) 468-4000

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2. **Number of Vehicles Involved**

There are approximately 2,100 vehicles involved. Of those vehicles involved, approximately 200 will **also** require replacement of tires and wheels.

Model Year	Affected Vehicles	Approx UIO
2004	Sienna	778
2005		122
2006		153
2007		212
2008		583
2009		273

3. **Dealer/Owner Lists**

Affected vehicle VIN lists (VIN only due to Privacy Laws) for SSC 90J have been distributed to each dealership's Service and Parts Managers. These lists are based upon the dealership's Primary Marketing Area (PMA) or selling dealership where applicable. Based upon our records, a dealership which does not have an affected vehicle in their PMA will receive a report indicating so.

4. **Parts Ordering**

As the various labels are VIN specific, dealers are requested to schedule an appointment with the customer before ordering the materials. We have advised owners in the Owner Letter to allow approximately 5 to 10 working days for you to receive the vehicle specific package.

Vehicle specific labels and owner manual updates can be ordered through the following website: <http://toyotaNCR2.imagespm.info/>. Log-on with your dealer code and existing password. If you do not have an existing password, please use "xxxxx". Dealers may research their order by calling 310-468-5516.

In addition to updating the vehicle specific materials, 152 specific vehicles will also require that all 4 wheels and tires (excluding the spare tire) be replaced (**see VIN list attached to this letter**). To order the wheel and tire assemblies:

- Please verify the full 17-digit VIN against the attached VIN list. Only 152 specific vehicles will require these wheels and tire assemblies.
- Contact Dealer Tire at (866) 460-8262 **only after** a customer whose vehicle is on the attached VIN list has made an appointment. You will need to provide the 17-digit VIN.
- The wheels and tires will be delivered free-of-charge, but if we do not receive a campaign completion claim within 60 days, your dealer account will be debited the full amount (\$547.20) of the wheel and tire assembly.
- The wheels and tires will be fully assembled, mounted, balanced and palletized.

Please note vehicle specific materials are non returnable. If a dealer orders unneeded materials, it will be their responsibility to ship the materials to the appropriate dealership.

5. **Repair Procedures**

Refer to TIS for Technical Instructions on how to perform this procedure.

6. Warranty Processor Instructions

The operation codes to be used for this campaign are:

SSC #	Op. Code	Description	Flat Rate Hour
90J	9514K1	Attach Labels to Vehicle and Update Owner's Manual	0.3 hr/vehicle
	9514K2*	Attach Labels to Vehicle, Update Owner's Manual, and Install all 4 Tires with Four Wheel Alignment Note: Before using this Op Code ensure the vehicles VIN is listed on the table attached to the end of this letter. Claims filed for VINs not on this list will be debited.	2.9 hr/vehicle

Submit Special Service Campaign claims following the procedures described in the Toyota Warranty Policy and Procedures Manual.

NOTE: The above flat rate time includes 0.1 hour for administrative cost per unit for the dealership.

***Dealers will be reimbursed for the cost of tire disposal at \$12.00 per vehicle. These costs are to be claimed as sublet type 'TY' on the warranty claim.**

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Thank you for your cooperation.
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